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URBAN/MUNICIPAL

HAMILTON-WENTWORTH
REGIONAL SOCIAL SERVICES
POLICY AND PROCEDURES
MANUAL



# SOCIAL SERVICES POLICY AND PROCEDURES MANUAL





#### HAMILTON-WENTWORTH REGIONAL SOCIAL SERVICES

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#### PURPOSE

The Amendment Record sheet has been designed to record all amendments, sequentially by number and date. This simple system allows the user to determine whether or not all revisions to a manual have been received. It also eliminates any need to store covering letters in front of the manual.

#### PROCEDURE

When amendments are received:

- 1. Locate on the Amendment Record sheet the number that corresponds to the amendment number of the Manuals Amendment Notice.
- 2. Enter the date (month, day, year) found on the amendment notice next to the appropriate number on the Record sheet.
- 3. Note any previous amendments which may be missing and contact the Staff Training Officer.
- 4. Remove old pages (if any); add new pages as per listing on Amendment Notice.
- 5. Destroy old pages and Notice.
  The Staff Training Officer will
  maintain the manuals' History
  Files.





# HAMILTON-WENTWORTH REGIONAL SOCIAL SERVICES

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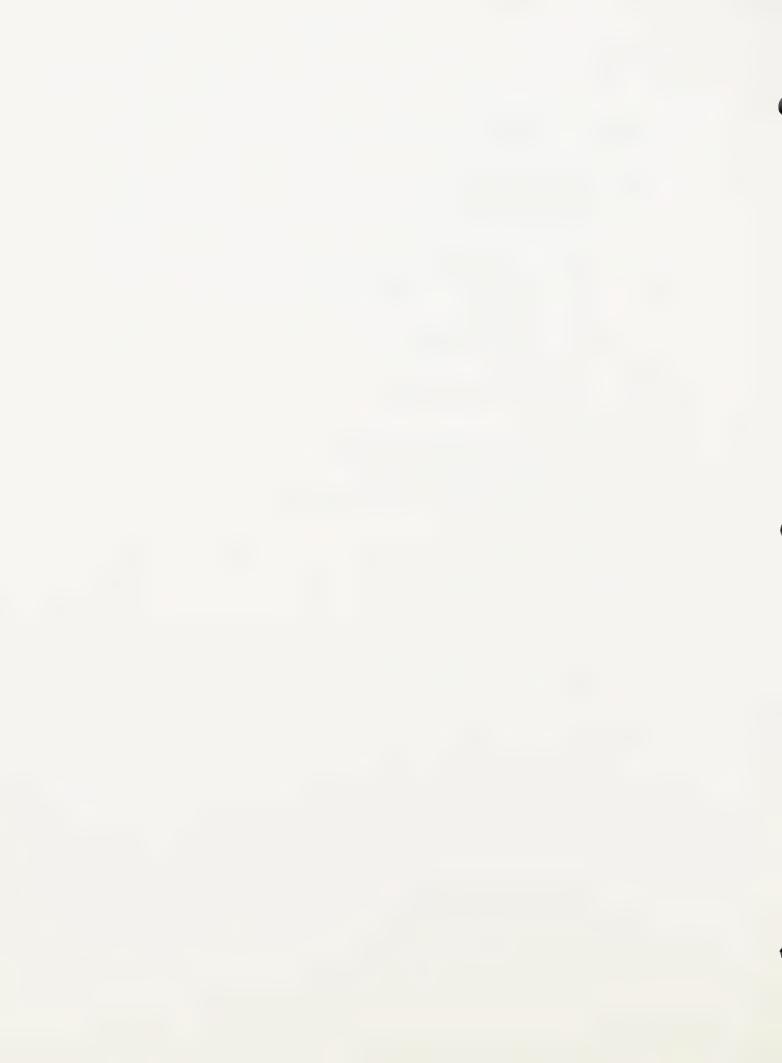


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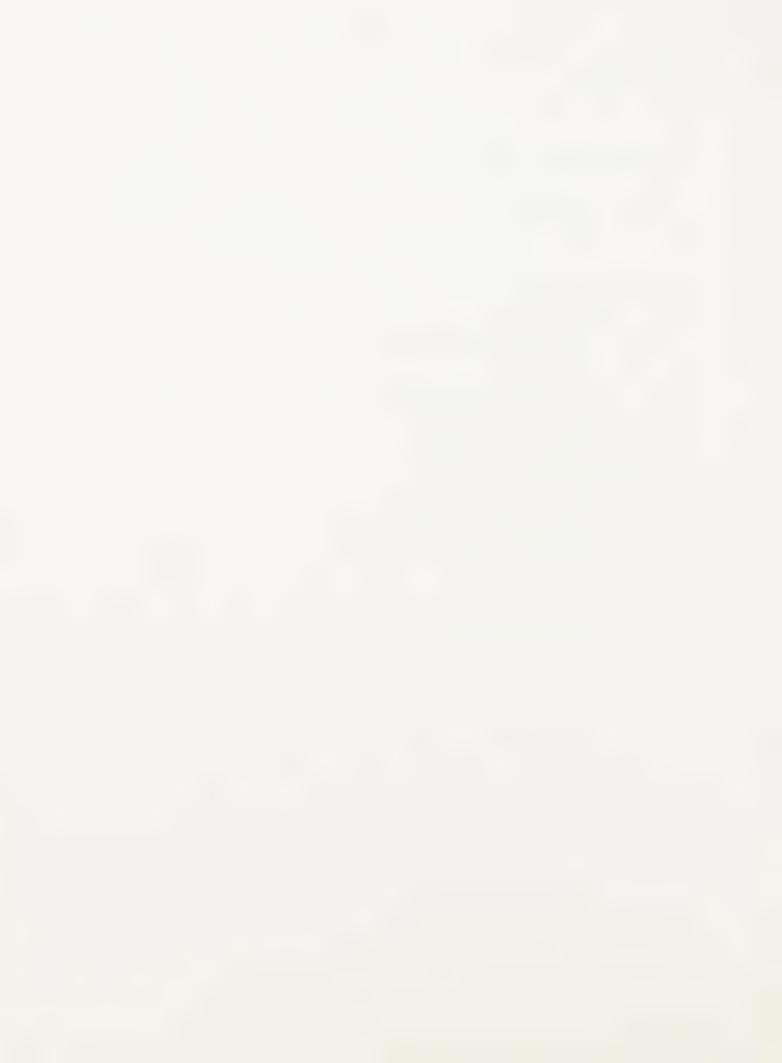


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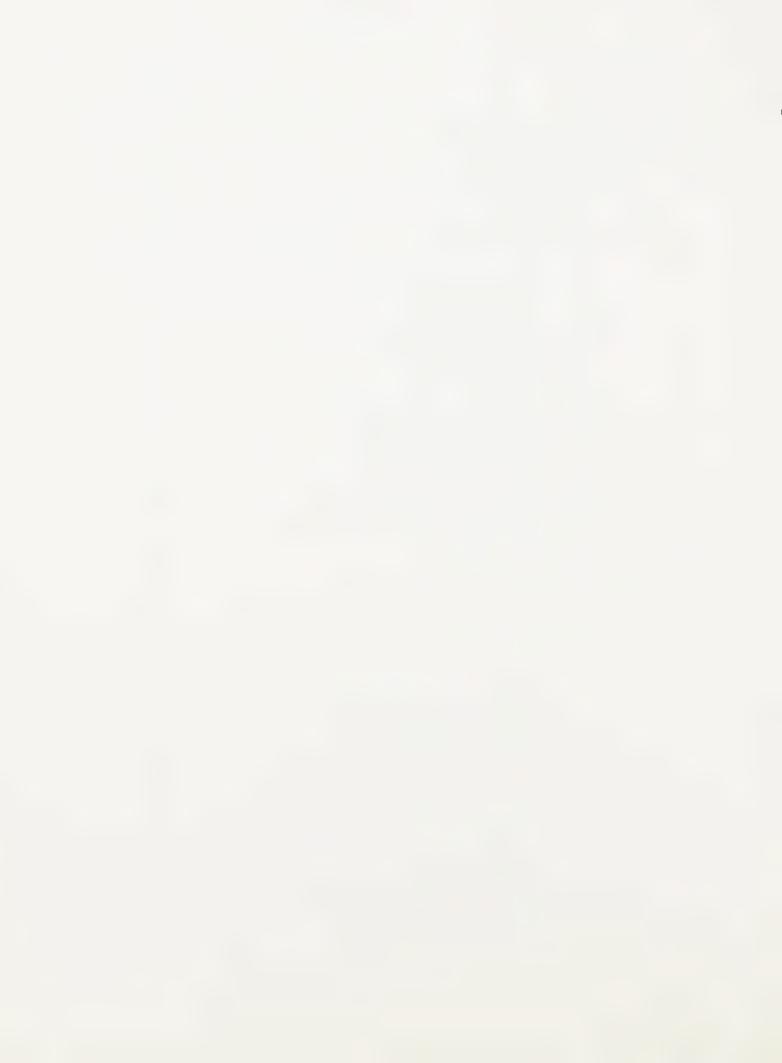
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# INTRODUCTION

# MISSION STATEMENT

DEFINITIONS



#### AMENDMENT NOTICE

AMENDMENT NUMBER: 12

PART I

DATE: August 3, 1983

TO:

Regional Social Services Policy & Procedures Manual Holders

FROM:

Wm. McMillin Carson, Commissioner of Social Services

#### INSTRUCTIONS

- 1. Insert the attached pages into your manual.
- 2. Remove and destroy all obsolete pages.
- 3. Destroy Amendment Notice(s) when all changes have been made.
- 4. Indicate on the "Amendment Record", at the front of your manual, that the amendment has been made.

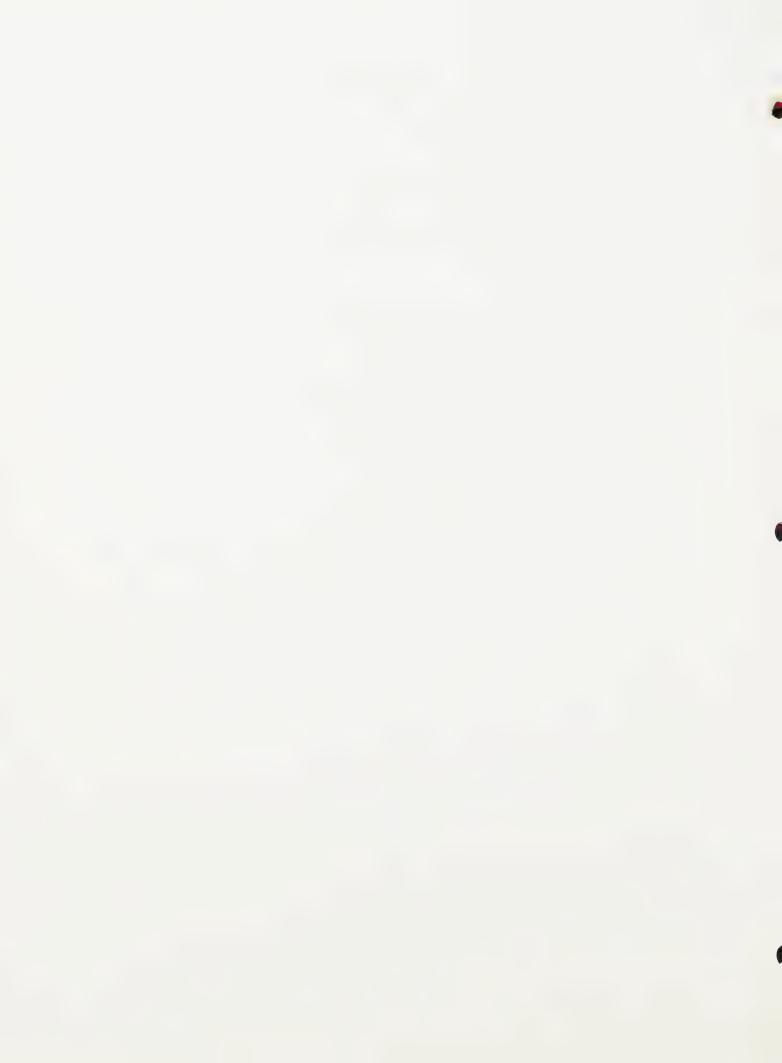
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Remove the Following Page:

Insert New Page:

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New Section I



#### SOCIAL SERVICES DEPARTMENT

### POLICY AND PROCEDURES MANUAL

## Introduction

This manual is designed to provide all Social Services
Staff with an accurate record of the policy of the
Department.

Policy is determined by Acts of the Provincial and Federal Government and by By-Laws of the Regional Municipal Council. Where these enactments provide for administrative discretion, the Commissioner exercises this discretion through and on advice of the staff. To ensure the equitable exercise of this discretion, administrative guidelines have been developed and included in the manual at the appropriate points.

It is clear, however, that some discretion must remain in the hands of the individual worker because no legislation can cover every variety of human problem. Where this discretion exists, workers will exercise it in conjunction with their supervisors and in the spirit of the existing legislation.



- Policy Guidelines where applicable. The latter contain additional and more detailed information.
- When the information you require is not in the Region's document, it will be found in the Provincial Policy Guidelines.
- 3) Each Team or Unit should keep a copy of the Provincial Guidelines in an easily accessible location, e.g.,

  Team Control Clerk's or Unit Clerk's desk.



## MISSION STATEMENT

"Given the resources at our disposal, the Regional Social Services Department will endeavour to operate with maximum efficiency and effectiveness to ensure that all legislative services are delivered swiftly, accurately, and courteously, and that each client is given encouragement and assistance to attain personal independence."



#### DEFINITIONS

In the interest of easy reading certain words are used in other than the usual sense. They are explained here for clarification.

- He/She Clients will usually be referred to as "he" unless the context indicates otherwise. Thus, wherever it is possible for a client to be of either gender "he" is used only as an abbreviation for "he/she".
- Administrator The Commissioner of Regional Social

  Services. However, sometimes the Legislation uses this term to indicate ultimate responsibility while wishing it to be understood that tasks and procedures are to be carried out by members of the staff.
  - Administration The Regional Social Services Department.

    The term is frequently used to indicate action or responsibility of staff members in conjunction with their appropriate supervisor, or to staff as a collectivity.
  - <u>Staff</u> Any employee of the Regional Social Services

    Department.



#### PART I

GENERAL ASSISTANCE



# PART I GENERAL ASSISTANCE

## A. General Procedures Regarding Applications and Issuing Assistance

The General Welfare Assistance legislation states who is eligible for assistance and for what amount, but it says little about how the aid should be issued and how the recipient should be treated in the process. The following are standards for issuing assistance and for the treatment of clients in day to day operations.

Administration of Income Maintenance and other assistance is based on contact with the client in his home and not on contact in the office. This does not preclude the visit or call-in of the client to the office for extraordinary reasons.

## a) Applications

Applications for assistance should be taken in the applicant's home. If the applicant, on his own initiative, appears in the office he should be asked to return home and telephone provided this does not cause undue hardship. Only in emergencies should an application be completed in the office.



#### APPLICANT UNABLE TO SIGN

## When an Applicant is Unable to Sign a Form I

The following is the paragraph which should accompany the signing by his or her "marks".

"The	e applicant made	his/her mark on	the
		day of 19	, in the
presence	of the witness h	nereto after havi	ng the above
document	read and explain	ned to him/her."	

#### b) Questioning the Client

A client is required to answer any question that bears upon his eligibility for assistance. Other peripheral questions, however, may be asked with a view to assisting the client.

A client has the right of privacy and unnecessary questions that pry into intimate personal matters, or that would tend to insult or embarrass him should not be asked.



## c) Issuing of Cheques

Cheques should be mailed to the client's home. This pertains to all clients including those on a monthly or bi-weekly paycode.

Only in extraordinary circumstances should cheques be picked up at the office or hand-delivered to a client's address.

## d) Comfort Allowance

A comfort allowance may, in special circumstances, be paid to a person in need while in hospital, at the discretion of the Municipality. Payment of this allowance should be approved by the team Supervisor. Only in very exceptional cases will a comfort allowance be issued to indigent patients. A comfort allowance will be paid to all residents of lodging homes and hostels who qualify under the GWA Act. (See also Section J, Page 52).



#### e) Field Visits

PRIOR APPOINTMENTS made by the Social Services
Worker for visits with the client are desirable, but it
is not always possible to schedule field worker's time
so precisely.

If the client is not at home when the worker calls, the worker should leave a card requesting that the client get in touch with the worker to arrange a home visit. If the client does not respond, then he will be contacted either by phone or letter. If no response is forthcoming, a cheque may be withheld or eligibility denied.

If a client refuses to admit a worker and gives a reasonable explanation for non-admittance, the benefit of doubt should be given to the client. Persistent refusal to admit a worker is an acceptable reason for terminating assistance.

In a threatening situation, the worker should leave and inform his Supervisor who will advise about the next course of action.



The worker should not invade the privacy of the client. Specifically, he should not enter the home or any room in the home except by invitation of the tenant, nor open any closet, cupboard or receptacle or conduct any search.

On the other hand, the client may be required to prove any statement that he makes as to the occupancy of the house, number of rooms, rents, roomers or boarders, etc. The onus of proof of any statement bearing on eligibility is upon the client, not upon the Social Services administration. The client can usually provide such proof conveniently by inviting the worker to examine the premises.

## f) Appointments and Waiting Time in the Office

If a person comes to the office by prior appointment, he should not have to wait beyond the appointment time. If there is to be a delay, the client should immediately be informed and given the approximate time when will be seen.



Any interview with a client in the Social Services office may be conducted within sight of other persons but should, as far as possible, not be within the normal hearing range of other persons. The same standard should apply to other situations where the interview is conducted near any persons who are not directly concerned.

If a person comes to the office without a prior appointment, he should be informed by the receptionist that he must set an appointment, by phone, with his worker and shall be seen by his worker or anyone else only in serious emergency situations. The maximum waiting period in these circumstances should not exceed one hour.

#### g) Representation

The presence of other persons representing the client should be recognized as a right if requested by the client, but they must be actually representative of the client and present only at his express request.

The client is responsible for the behaviour of his representatives.



#### h) Other Procedural Standards:

#### i) Complaints by Clients About Staff

No complaint made verbally or in writing by a client, another person (who is not anonymous) about the conduct of a staff member should be ignored. The complaint must be brought to the attention of the staff member's immediate

Supervisor. The Supervisor must decide whether the frequency and seriousness of the complaint warrants further investigation and action. As a general rule, a complaint about the same staff member alleging the same type of misconduct from more than one person should be investigated by a third party.

In investigating and acting upon complaints, care should be taken that the employee rights of the staff member are safeguarded and that the client or other complainant is protected from any retaliation for making a complaint.



#### ii) Penalizing Recipients

A Social Services Worker will not apply any penalty or harassment to any client or applicant. This does not preclude the terminating of assistance for failure to seek employment according to policy criteria\*. In attempting to motivate the client to more desirable future behaviour, the method of encouragement and reward should be used rather than the method of penalty.

#### iii) Exercising Discretion

The exercise of discretion is never easy. It calls for wise judgement and always raises the possibility that another person would have acted differently in the same circumstances. If all situations were clear, then there could always be clear guidelines but this is not the case. The vast varieties of human problems make it impossible to set down exact rules for all occasions. Each one must, therefore, exercise the degree of discretion they have been given. Anyone can make mistakes and decisions will be reversed by higher authority. This is not bad; the onTy real error anyone can commit is to avoid exercising their discretional responsibility.

<sup>\*</sup> See Section Job Search Expectations H(b) - Pg. 33 MAR. 1/1982



These are some guidelines which are helpful in difficult situations:

- Remember always that the client is the most important person in the organization. He will not always be right, but he is always highly significant and must be treated with respect.
- When there is as much evidence against a client receiving assistance of any kind as there is for him to receive it, come down on the side of the client.
- When in doubt, consult with your direct
  Supervisor. Remember that two heads are
  better than one.
- If a Supervisor, at any level, changes the decision of a subordinate, then the reasons for the change should be explained in full, right down to the worker of initial contact. This will help the person who made the initial decision to refine his own skills.



- Any worker who is still convinced of the correctness of his own decision after it has been reversed by a superior can appeal the decision up through the chain-of-command as far as the Commissioner. In this way, all are held accountable for decisions.

#### iv) Counselling

The acceptance of personal counselling shall be voluntary. Refusal to accept counselling from any source shall not render a person ineligible for assistance.

## v) Prescribing Client's Activities or Treatments

The Administration shall not, as a condition of eligibility, require a client to take any course of education or training, or undergo any treatment, therapy or like activity. This does not prevent the worker from urging the client to do anything, within realistic expectations, that will contribute to his betterment, nor does it prevent the worker referring clients directly to prospective employers, requiring job search reports, or contacting any other agency as required by policy (e.g. U.I.C., C.E.I.C.).



#### vi) Standards of Habitation

Provided that the client resides in a <u>legal</u>

<u>habitation</u> ie. dwelling place, he shall not be required to move as a condition of eligibility.

#### vii) Personal Appearance of Client

Where the client is not employable, <u>no</u> change in his appearance should be required, and where a person <u>is</u> employable but his dress and/or grooming appear to make him unattractive to prospective employers, he should still <u>NOT</u> be required as a condition of eligibility to make any changes. This does not prevent the worker from urging the client to improve his appearance providing that the suggested changes are not presented as an essential condition of eligibility.



#### viii) Employment for Low Wages

If the amount of <a href="net">net</a> earnings which a client</a>
might obtain would be only slightly less than the
assistance (about 10%), the worker may require the
person to accept the job or forego further
assistance. If the difference is substantial (15% 20% or more) the person should not be required to
accept the job. This guideline can only be
approximate and tentative since circumstances alter
cases, however, the worker should always keep in mind
that it is possible to continue to provide the "fringe
package" benefits (drugs, glasses, etc.) to a client
receiving a net wage lower than the amount of his
assistance. Such clients are to be assisted under the
heading of Special Assistance.



#### ix) Financial Transaction with Clients

When, for any reason, cash, valuables or endorsed cheques are received by a worker from a client, an official pre-numbered receipt must immediately be issued to the payer and a copy retained by the payee. The transaction must be recorded as soon as practicable and the funds or cheques immediately placed in the administration or municipal treasure and a receipt for the payment obtained by the worker from the treasurer.

Workers should not cash cheques issued by the Social Services office to a client or supplier. As a service to a client in an <a href="mailto:emergency">emergency</a> situation only, the worker may cash an endorsed cheque with authority from the Supervisor, but must obtain a written receipt for the cash from the client.

Workers shall not accept gifts or donations of any kind from clients or suppliers.

Workers shall not buy any item from a client or sell any item to a client. Business dealings between clients and Social Services staff must not exist to prevent suspicion of coercion or collusion.



## x) When a Potential Client is a Friend, Relative, Etc.

When a worker recognizes a personal friend or relative as a client with whom he is required to have direct professional contact, he should report the matter at once to his immediate Supervisor and request that the case be transferred to someone else.



#### B. Confidentiality

## a) <u>Elected Representatives</u>

No information on municipal records can be denied to the body of elected representatives responsible for the governance of the municipality. The Council has the ultimate responsibility and so has the right to all available information. However, such information can only be provided when requested by the Council as a whole. Members of Council acting as individuals outside Council must be given the normal courtesies with respect to their position. If a client has asked his elected representative to act on his behalf, information can be given. To act otherwise would be to contravene Section 10 of General Welfare Assistance Act, Regulation 383 and 384.

## b) Landlords and Other Private Citizens

A private citizen, landlords included, not representing a client or acting as his agent, cannot be given any information about a client. Staff can neither deny nor acknowledge that a certain person is a client.



## c) Ministry of Community and Social Services

The Minister of Community and Social Services or his representative has access to all information as provided for in the General Welfare Assistance Act and Regulations.

#### d) Government Agencies

Municipal, Provincial and Federal government agencies have no right to confidential information, but government agencies cannot function efficiently in the interests of the public and the client unless they exchange information freely.

The Administration should give to a public agency only specific information that will serve the interest of the public or of the client or both. Clearly it is in the interest of all parties to give specific information to such government agencies as National Health and Welfare and so forth, but the Administration should always have a clear idea of how such information will be used and approved of that usage. Lists or complete files or general reports should be given only in special circumstances for approved usage and only with the prior approval of the Commissioner. No more information should be given than is necessary to serve the specific purpose in question.



The Administration may give to government agencies such information as is against the interests of the client if the client's interest conflicts with the public interest. Thus, information tending to show that a client was ineligible for a benefit or was committing an offense may be given to government agencies so long as it is accurate, first-hand, factual, and so long as no accusations or libel are voiced.

# e) Non-Government Social Services Agencies

A non-governmental social services agency has no right to confidential information. Insofar as an agency is quasipublic - that is, insofar as the agency operates under specific legislation with government funds, like the Children's Aid Society, the agency should be treated as a governmental agency.

When a private social services agency is not operating a governmental program under specific legislation with government funds, it should be treated like any ordinary member of the public. No confidential information should be given unless the agency is actually acting as a representative of the client. Where the agency is clearly representative of a client acting with his express consent, as much information may be given as



will serve the purpose in question but no more. The Administration is not required to give the agency anything more than he would give the client and he may require the agency, if necessary, to obtain the client's written consent.

If the agency is acting as a representative of the client, information against the client's interests may be given to the agency.

However, in responding to an inquiry from an agency worker, Regional staff must be satisfied that the inquiry is being made as an agent of the agency and not as a private citizen. In the latter case the rules for private citizens must apply even though the inquirer is an agency employee.

### f) Other Contacts

to obey such a summons and to answer any questions fully and truthfully. Case files and other documents must be submitted if demanded by court order or subpoena.



The police can only seize documents by court order such as a warrant and no person has to answer questions put by the police. The Administrator or his representatives, however, as good citizens and public officials would be expected to co-operate with the police.

When an inquiry from the police is received the worker should take the name and phone number and forward the information to his Supervisor who, in turn, will make a decision about giving information.

The nature of the information to be given will be the individual judgement of the staff person. In making this judgement he shall take in account the benefit to the client, public safety, and the public good, which go far beyond merely assisting general Police work.

(iii) Lawyers and private investigators. If it is clearly in the interests of the client to answer a specific question, the staff may answer. If it is against the client's interests, they should not answer, but if the lawyer or private investigator is clearly acting as a representative of the client he may be given the same information as would be given to the client whether or not it is in the client's favour.



(iv)

Credit Agencies and Bill Collectors should be treated as any private citizen but with more caution. Information should only be given where it is in the client's interest and then usually only with his consent. In instances where a client requires verification of the fact that they are receiving assistance, a letter is to be written stating this fact. The letter is then to be given to the client who, in turn, could then forward it to the agency asking for verification.

these would be treated as any other private inquiry. Unless these persons are clearly acting as the client's representative, or unless it is clearly in the client's interests, no information should be given. Whether or not the person is acting as a representative should be clarified by contacting the client. Permission to divulge information may be required in writing from the client.



(vi) Clients' Rights Organization -

Representatives of these groups, when they are acting on behalf of a client, should be granted the same consideration as other non-government agencies as outlined above.



# C. Trusteeships - Administration of Allowances

In respect to General Assistance, the normal procedure is to pay the full allowance, including shelter and fuel, directly to the client. Only where a client has an obvious and demonstrated incapacity to handle his money and gives consent, should any part of the allowance be paid directly to a third party, a legal trustee or a landlord. It is recognized, however, that in emergency situations the allowance may have to be paid to a third party who is not a legal trustee.

In paying <u>rent</u> directly to a landlord, the actual shelter cost should be paid, if at all possible.

- b) Payments for hostel care and nursing home care are normally made to the supplier.
- c) Special Assistance and Supplementary Aid are different in purpose from General Assistance and, therefore, may be more conveniently paid to the supplier. (See Part II - Support Services)



# D. <u>Payments for Residents of</u> Provincially Licenced Nursing Homes

Under Regulations Section 11 (5) (a), General Welfare

Assistance shall be paid to or on behalf of a person in need who is a resident in a nursing home and not entitled to extended care service (Section 1 (1) (h)) in an amount equal to the difference between the currently approved Provincial per diem rate and his total income less \$61 for comfort allowance (Section 13 (2) (25)).

If the patient is covered by extended care, he is deemed to be in need if his income is less than \$14.25 per day plus \$61 a month comfort allowance. In such cases, the currently approved extended care rate is paid to the nursing home by the Region and recovered 100% from the Province.

Under Section 1 (1) (1), all nursing homes are licensed and inspected by the Ministry of Health.

Under Section 8 (8), Medical Form 4 must be completed.

#### Procedures

Under Regulation Section 8 (1) and (7), application is made as for General Welfare Assistance - Forms 1 and 3. In many cases members of the patient's family assist in the application. (All nursing home placements are screened by the Assessment and Placement Service of Hamilton-Wentworth.)

Accounts are submitted at the end of each month by each nursing home.



#### E. Overpayments and Lost Cheques or Money

#### (i) Overpayments

When a GWA recipient ceases to receive GWA, overpayments can be recovered through private arrangements with the client.

#### (ii) Recoveries

Money is only to be replaced when there is a reasonable assumption of loss, and this is only to be done once for any one client.

Where a loss involves a recipient of Family Benefits or General Welfare, money may be recovered through private arrangements with the client.

#### (iii) Procedures for Replacement

In instances where cheques from D.V.A., O.A.S., or C.P.P. are lost or delayed, an application for assistance is to be taken by the Income Maintenance Division.

Where cheques are lost or delayed from FBA, workers from the Special Assistance Division would be involved in taking the application.

When funds are lost by a GWA client, the approach for replacement is made through the client's worker.

# (iv) Bonds of Indemnity and Affidavits

When a cheque is lost or not received in the mail, the Bond of Indemnity shall be signed by the client and witnessed by the worker.

When money is lost an Affidavit must be completed and signed by the client and witnessed by a commissioner or a Justice of the Peace.



#### E. OVERPAYMENTS

An overpayment occurs when a client receives assistance in excess of his/her entitlement.

#### 1. Administrative Error

Where the client has made an accurate declaration of his circumstances, but an error has been made in calculating entitlement, no recovery of the overpayment is to be considered unless it should have been reasonably obvious to the client that he was over-issued. These cases should be discussed with the supervisor and fully documented in the case file.

#### 2. Recipient Error

Where an overpayment has occurred as a result of errors made by the recipient, ie. failure to report income, mis-representation of facts, etc., the case must be reviewed by the Eligibility Review Officer.

In cases of overpayment a maximum of 10% of the client's total overpayment will be deducted from his cheque, providing it does not exceed 10% of the client's total monthly budget, until the overpayment is repaid.

Any overpayment, for whatever reason, that has not been fully recovered when the case is deactivated must be referred to the Eligibility Review Officer for record and recovery.

# 3. Replacement of Lost Cheques or Cheques Never Received

When an uncashed cheque is lost or was never received in the mail, the social service worker may not replace the cheque until the third working day from the cheque date.

On the first occasion, the worker can replace the cheque, according to procedure. On the second occasion, the client should be interviewed by the Eligibility Review Officer prior to cheque replacement.

Where a client has had a cheque replaced twice, the client will be obliged to pick up his cheque from the office.



#### 4. Replacement of Lost Money or Stolen Money

In cases where a GWA client reports the loss of money, the social service worker should report the case directly to the Eligibility Review Officer. The Eligibility Review Officer will then expect a call from the client requesting an interview.

Prior to the interview, the client must have reported the loss to the Police Department and have obtained an occurrence number.

Money may be replaced only when there is a reasonable assumption of loss or theft and only <u>once</u> for any client. Money may only be replaced on the recommendation of the Eligibility Review Officer. Replacements of lost money may be treated as overpayments.

Additional general welfare assistance may be provided only once under the direction of the supervisor. Thereafter, the case must be referred to the Area Manager.

#### 5. Additional Assistance

When a client is granted additional general welfare assistance to cover arrears in rent, utilities, etc. an overpayment is established. These cases do not need to be referred to the Eligibility Review Officer, but rather an appropriate amount should be deducted from future assistance by the social service worker under the guidance of the supervisor. (See #2 - Recipient Error, re: maximum of 10%.)

Should such overpayments not be fully recovered when the case is deactivated, then the case should be referred to the Eligibility Review Officer for record and recovery.



#### F. Fraud

The Department operates on a declaration system. When a potential recipient signs a Form 1 or any other statutory document, it is assumed that this is a true declaration of the situation recorded. This means that there is an assumption of honesty rather than dishonesty. This system establishes the relationship between worker and client and thus enables mutual trust to develop where help can be provided and accepted.

It still must be recognized, however, that some clients will not be honest and thus the possibility of fraud will always exist. This is simply a recognition of reality and not a reflection upon one segment of the population or another.

Where fraudulent activity is detected, it is to be dealt with immediately in appropriate manner at the discretion of the Commissioner; this is to include the possibility of legal prosecution.

Fraud is defined as misrepresentation of fact made with the purpose of inducing another person to act on the false representation. In other words, fraud is criminal deception. Thus a person who knowingly provides false information to obtain assistance of any kind may be charged with fraud. This includes wilfully neglecting to advise the Department of changes in his circumstances.



In cases where an overpayment is made as the result of an administrative error, fraud will not exist unless there is sufficient evidence to believe that the client knows that he was not entitled to the assistance and took no steps to correct the error.

It should also be noted that a person who gives false information which is detected before payment of assistance is made may also be guilty of attempted fraud and can be prosecuted.

When information becomes available that suggests the existence of fraud, the worker involved will document the circumstances in detail on the fraud referral form.

Supporting data such as income statements, wage statements from employees, and confirmation that the client was in receipt of undeclared income during the same period for which GWA was issued should also be compiled. Other information may include evidence that a "single" recipient is not, in fact, living as a single person but has formed an economic unit by sharing accommodations with another person and/or is fully supported by another person.

Upon completing the documentation, the worker will discuss the case with the team Supervisor and Area Manager before submission to the Eligibility Review Unit.



The Eligibility Review Unit will be responsible for any additional evidence such as cancelled cheques from U.I.C., W.C.B., Family Benefits, etc., and preparing the case in an orderly format for presentation to the Regional Police Department and the Crown Attorney's office.

All cases where there are reasonable and probable grounds for suspecting that fraud has been committed or attempted will be investigated. The amount of money involved will not be a major consideration in determining whether or not to investigate and prosecute.

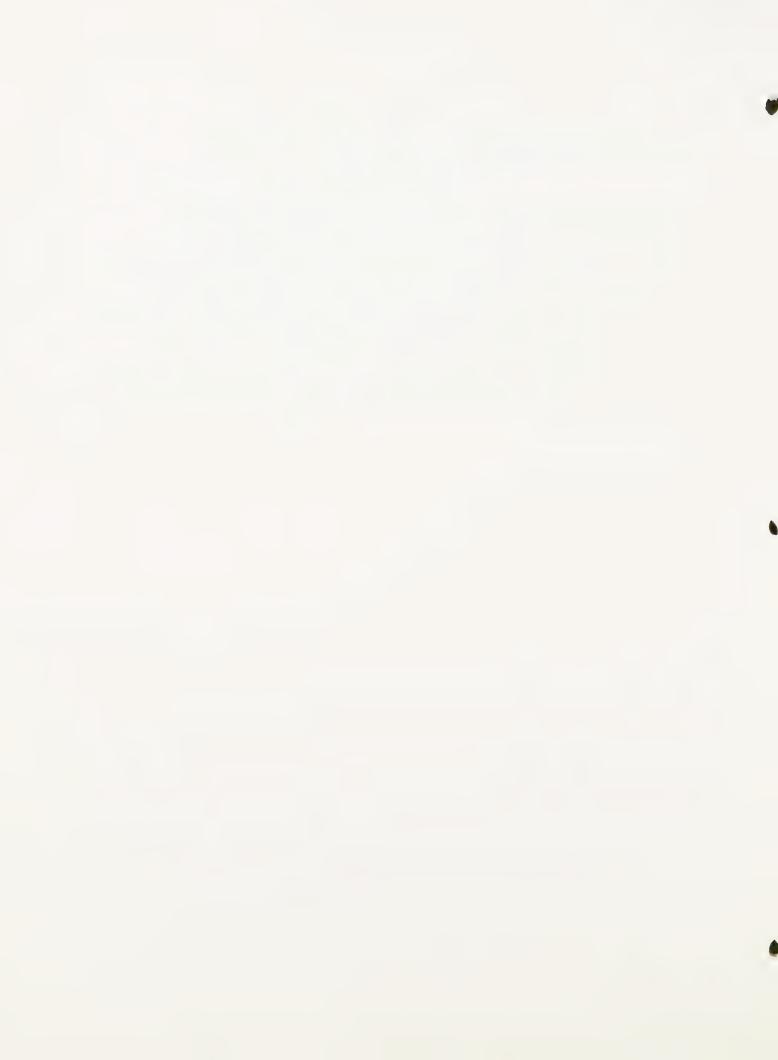
#### Use of Small Claims Court in Fraud Cases

Section 96 of The General Welfare Assistance Act entitles a Municipal Welfare Administrator to recover from any recipient any sum paid to him to which he was not entitled. This may be done through legal proceedings in any court of competent jurisidiction where the sum involved is one thousand dollars or less. This maximum amount may be raised to a higher level.



# Former Regional Employees as Witnesses

Where, on the facts of a given case, the evidence consists of personal knowledge of a former Regional employee, that person may be called as a witness. There lmight be a rare case where a sworn affidavit would suffice, but in most cases the lawyer for the defendant would want to cross examine the former Regional employee and, therefore, he would have to be present.



#### G. Residents/Non-Residents

#### a) Residents

#### i) Summary

According to Section 7 (1) of the G.W.A. Act, a municipality shall provide assistance to any eligible person in need who resides in the municipality. An applicant is considered to reside in the municipality where he/she applies for assistance provided that the person does not have a permanent address in another municipality and clearly intends to live in the municipality where one application was made, ie., is looking for work, has paid rent, is moving furnishings, has recently separated and has returned to live closer to family, etc.

Residence depends on the head of the family since he/she is the applicant or recipient. All dependents who are included in the allowance must live with the head of the family.

A person does not need to be a Canadian Citizen in order to apply for assistance.

In determining periods of residence, do not include time spent in an institution. Residence is neither gained nor lost in a hospital, jail, nursing home, etc. Such situations may require going further back in residence history.



#### ii) Immigrants

All sponsored immigrants have an obligation to take advantage of resources available from their sponsors for accommodation, care, and maintenance, and all applicants or recipients must be making reasonable efforts to obtain such resources within the period of the sponsorship agreement (Section 3 (3)(b) of the GWA Regulations).

An immigrant may apply for assistance when the sponsor's intent or ability to take care of the immigrant has changed since the agreement was signed.

NOTE: A sponsored immigrant who becomes a Canadian citizen is still subject to the terms of the sponsorship agreement, and therefore, required to pursue any available financial resources to which he may be entitled.

Under the Immigration Act, sponsorship agreements continue for various periods. It is the policy of this Department to disregard the question of sponsorship if the applicant or recipient has resided in Canada for <u>five</u> consecutive years as a landed immigrant.

If the terms of a sponsorship agreement limit the sponsorship to a shorter period of time than 5 years, the obligation of the sponsored immigrant to realize any financial resource from the sponsor is limited to specified period contained in the agreement.



#### iii) Sponsorship Categories

There are three main categories of landed immigrants:

#### 1. Independent Class

Where immigrants are admitted on earned points without sponsorship;

# 2. Sponsored Family Class and Assisted Relatives

Where a Canadian relative undertakes to support the immigrant for periods set by the federal government up to 10 years.

#### 3. Refugee/Designated Class

Where the federal government may admit with or without sponsorship or other support provisions.

NOTE: The Federal Adjustment Assistance program may provide financial assistance to independent and refugee/designated group classes under certain conditions (ie. for 1 year or until the immigrant is placed in employment of continuing nature for 20 days or whichever comes first).



#### iv) Ministerial and Work Permits

Persons residing in Canada under Ministerial and work permits are not considered as landed immigrants. However, such persons may not be refused assistance simply because of their non-landed status as they <u>are</u> legally resident in the municipality where they reside.

#### 1. Ministerial Permits:

Are issued for a variety of reasons, eg. for persons awaiting a decision regarding landed status, and are generally granted on the understanding that financial support is privately available.

If no support is undertaken privately, or available through the Federal Adjustment Assistance program, the immigrant may be eligible for general assistance.

#### 2. Work Permits:

May be time limited or job limited, therefore, it is important to ensure that any work permit presented is valid at the time of application for assistance.

Where a work permit has not been allowed, or where the terms of the permit are job-restricted, an employable applicant or recipient may be ineligible on the grounds that he is not available for work for which he is physically capable.



# v) Eligibility

In all cases of immigrants, after completing the application form for GWA, the Social Service Worker must see the applicant's passport or landing papers to determine the nature of the sposorship agreement and the length of Canadian residency. Wherethe immigrant has resided in Canada for less than five consecive years, the Social Service Worker will send a form let' to C.E.I.C. plus copies of the passport or landing papers an assessment of the current sponsorship status. Immigron officials will interview the sponsor and provide informal by way of the completion of the "Information Rested" section to the Social Service Worker to determine epility.

If the sf does not keep the appointment with C.E.I.C.. Immon will assume that the sponsor is still responsible f applicant. In such instances, General Welfare Assismay not be given.

In detereligibility, the Social Service Worker should consi

- An in the sponsor's position;
- Th that this change has had on the sponsor's at provide;
- 3. Thances of the applicant; and,
- 4. Tho which the immigrant is required to port from his sponsor.

NOTE: le sponsorship agreement and the sponsor is deemed to acially capable, the ans of the Family Law Reform be applied.

JUNE 20/1983



#### vi) <u>Transients</u>

A person who does not intend to reside in the municipality, ie. passing through, is considered a transient/homeless person (Regulations, Section 1 (4)).

A transient or homeless person is eligible for assistance. He/She is considered to reside in the municipality, or territory without municipal organization, or the reserve in which he applies for assistance.

Assistance to a transient or homeless person can <u>not</u> be refused solely on the basis that they do not have proper residence in the municipality.

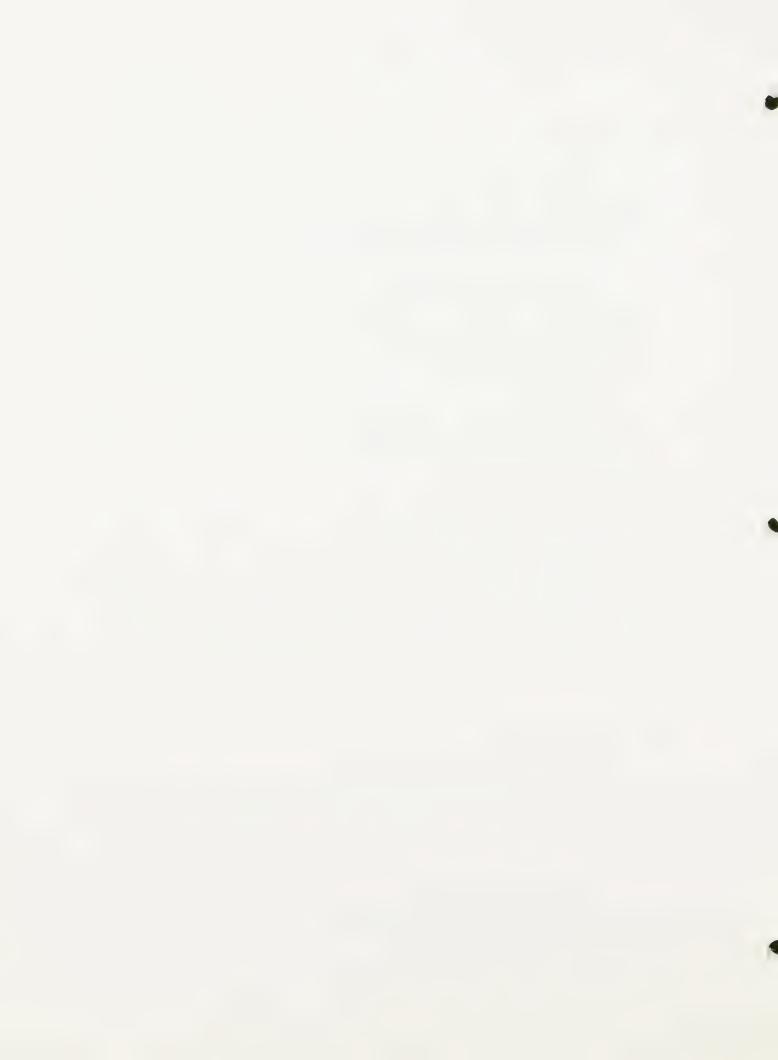
It is <u>not</u> acceptable practice for the worker to urge a transient or any other person to go to another municipality and provide payment for transportation for that purpose. If, however, the worker feels it is in the best interest of the applicant and relocation is appropriate, then such action <u>may</u> be warranted. Where relocation is a concern, the case must be discussed with the supervisor.

# vii) <u>Institutions</u>

A person is not eligible for general assistance if he or she is a resident in an institution other than a nursing home or hostel. If a person is in a hospital, however, assistance may be paid.

Persons who have been <u>released</u> from institutions after lengthy stays may be eligible for emergency assistance to locate an address.

JUNE 20/1983



#### b) Non-Residents

#### i) Summary

The Province will reimburse the municipality for the full amount of any assistance paid to a non-resident.

A recipient is a non-resident when he/she has:

- (a) lived outside Ontario or in an unorganized territory for any part of the 12 month period immediately preceding the application for assistance. This includes Special Assistance and Supplementary Aid; and/or.
- (b) demonstrated an intent to live outside Ontario (eg. looked for or secured regular employment, moved all personal belongings, collected Unemployment Insurance, etc.).

At the time of application, information supporting the 100% Provincial subsidy (non-residency) must be clearly documented in the case file in order that the Subsidy Claims Examiner may determine the grounds on which full subsidy is being claimed. In addition, the Form 1 must be clearly marked with the initals "N.R." on the top of Page 1, to indicate a non-resident.

Claims for 100% subsidy must be made within 60 days of the date on which the first assistance payment was made by way of the completion of the forms "Residence Information and Request for Provincial Charge Back".

Full subsidy will continue from the date that assistance is first issued until the person has lived in an organized Ontario Municipality for 12 consecutive months.



#### ii) <u>Indians</u>

Indian reserves are considered territories without municipal organization. Therefore, 100% subsidy also applies to assistance paid to persons who have lived on an Indian reserve prior to taking up residence in a municipality (same as non-residents).

If a recipient is a member of an Indian Band and had lived on a reserve within the past 12 months, it is necessary to obtain the individual's Band number and Tribe name, and to indicate these plus "N.R." (non-resident) on the Form 1 for subsidy purposes.

The council of an approved band shall provide assistance to band members who are eligible persons in need and reside on the band's reserve. The council may also issue assistance to other persons ie. non-members, if they are eligible and reside on the reserve (G.W.A. Act Section 15 (5)). If a band refuses to issue assistance to a non-member who resides on the reserve, it may be issued directly by the Province.



# iii) Visitors to Canada

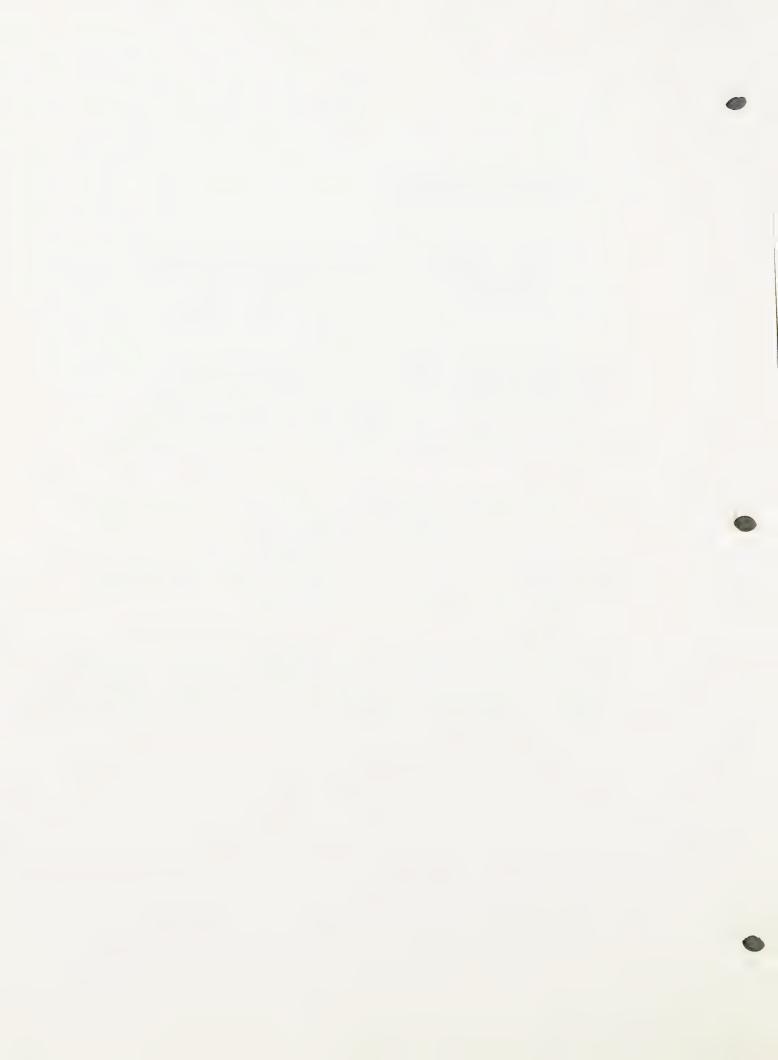
Most visitors to Canada are <u>not</u> considered residents in a municipality. Their intent is to visit Canada and their residence remains in their home country.

Emergency assistance may be issued only in cases of extreme hardship and only after other financial alternatives have been exhausted; ie. relatives, consulates, etc. The approval of the supervisor is required in such cases.

Only under extenuating circumstances can further assistance be issued. eg. a person is waiting for a decision on landed immigrant status. In such cases, the recommendation of Federal Immigration authorities and provincial approval is also required.

Residence in Canada is deemed to start on the date landed status is granted or the effective date of the work permit or ministerial permit. Applicants for assistance do not gain residence until one of these is obtained.

A person does not need to be a Canadian Citizen to qualify for assistance.



#### H. Eligibility

# (a) Employability

The variables to consider when defining employability are as follows:

- age
- education/literacy
- health: physical and mental
   employment history: recency reasons for termination

skill level work behaviours

- debts
- appearance
- job search skills
- vocational goals
- legal barriers

An employable person is physically able to work with no apparent barriers. The expectation is that a fully employable person would be placed in a job within three (3) months of applying for GWA.

If placement does not result within three (3) months, an employable client would be considered to have moderate barriers to employment and should be re-assessed by the worker. Further, a client would have moderate barriers if any of the forementioned variables are identified as a problem. Job placement for a person with moderate barriers would be expected within six (6) months or a detailed assessment would be required to be made by the Co-location Worker.

A client with moderate barriers should be referred for employment counselling and receive regular follow-up by the worker.



An unemployable person has severe barriers to employment such as physical incapacity, serious mental health problems, and/or other social problems. These barriers may be temporary or permanent. A person with severe barriers usually lacks marketable skills and/or has a poor work record. These clients should be referred to the Co-location Worker, team counsellor, or other community agencies depending on the nature of their barriers. Clients in this group may have the potential to move to the moderate barriers group while others may not develop potential for improvement regardless of resources utilized.

# b) (i) Statement of Income

As a measure of continuing eligibility, clients are required to complete a <u>Statement of Income</u> (Blue Slip). This form must be rendered to the office on the 15th day of each month.

Where such a statement arrives in the office later than the first day of the following month, the days late from the first of that month may be deducted.

In making the decision to recommend this deduction, the worker should take into account the ability of the client to meet these requirements.

In all situations, before such a deduction is made, the eligibility of the client must be reviewed by the worker, after which, with the supervisor's written approval on file, the deduction may be made.



# b) (ii) Job Search Expectations

Completion of job search forms measures a client's efforts to secure employment. Adequate job search is defined as spending three full days seeking work with a minimum of ten applications for work per week.

Where two employable persons reside in the same home and have dependent children under school age, the time spent in seeking work may be divided between them.

An application for work is defined as the physical presence of the client with the hiring agent. Job search expectations may vary depending on a client's abilities. Failure to keep appointments with C.E.I.C. counsellors or other resources without just reasons should be considered when determining job search efforts.

For clients with more severe barriers, referral and placement with the appropriate resource (e.g. Vocational Rehabilitation, B.J.R.T., L.O.N.A.R.) would have priority over job search requirements. Thus, clients who are marginally employable, should not be filling out job search forms.

During the initial contacts with a client, the worker must explain job search expectations and have him sign a "letter of responsibility".

When job search is <u>inadequate</u>, the inadequacy is to be explained in a face-to-face meeting and a written warning letter will be issued during that interview so that the client may be aware that inadequate job searches will result in termination of assistance.



Where, after such an interview and written warning, the client produces a further inadequate job search, assistance will be terminated. If, however, the client secures employment he will receive assistance until his first pay. The disqualification period runs for one year from the date of the first disqualification.

An employable applicant and/or his spouse or other employable adult dependent of the applicant may be exempt from seeking employment if there are:

- (i) Adults attending a course of education approved by the Administrator;
- (ii) Adults who must remain at home to look after children under 14 years of age.

In determining (ii), the worker must use his professional discretion. No collateral evidence, such as a doctor's certificate, needs to be requested.

# Reasonable Employment

A client should be expected to accept any legal full or part-time job providing this does not impose any extra-ordinary hardship. The fact that the work is less skillful, remunerative, interesting, prestigious, or more strenuous than is expected by the client does not constitute extra-ordinary hardship.



#### c) Quit - Fired Policy

Where a <u>single employable</u> individual or married/common law person with no dependent children applies for assistance following loss of employment, an application will be taken and the case scrutinized to determine whether or not termination of employment was at the client's discretion. In those cases where it is determined that the person's loss of employment was for reasons over which he had control, he will be warned that his actions may render him ineligible under Section 3, sub-section 1, Clause (b) (i) (ii) and (iii) of the General Welfare Assistance Act.

On the first occasion he will be granted a half month Basic Needs Assistance and General Shelter Subsidy and thereafter considered ineligible for a twelve month period from the date he lost the job. If, however, he gets employment (casual excluded) he will be given Assistance until his first pay. If a client who has been dealt with once under this policy reapplies within a twelve month period under the same circumstances no Assistance will be granted.

It should be noted that the only grounds for application which overrides the above policy is "Pending first pay", other grounds, like "pending U.I.B. exhausted", will not qualify the client unless the twelve month period has run out.

Where a client who has been disallowed under this policy gets work and is granted Assistance until his first pay and then quits the job or has himself fired again, he will not in the future be granted Assistance to his first pay.



When a client who has been disallowed under this policy gets a medical certificate to establish that he is unemployable, a second medical opinion will automatically be required unless the disability is obvious.

Where a <u>client with dependent children</u> or other unemployable dependents applies for assistance following loss of employment, the case will be scrutinized to determine whether or not termination of employment was loss of employment was for reasons over which the client had control, the following policy is to be followed.

On the <u>first occasion</u> the client is to be granted one month's assistance and warned in writing that his actions may render him ineligible under Section 3, Sub-section 1, Clause (b) (i) (ii) and (iii), of the General Welfare Assistance Act. Further assistance will be granted upon satisfactory completion of a job search.

On a <u>second occasion</u> in a twelve month period the client will be granted one half month's assistance. No further assistance to be granted until the client finds work at which time he may receive assistance until the first pay.

On the third occasion in a twelve month period no assistance will be granted. If, however, the client finds work he may receive assistance until his first pay.

The twelve month period is determined by going back twelve months from the time of application for General Welfare Assistance.



# d) Review Procedure for Program Drop-Out

GWA recipients who drop out of rehabilitation programs such as L.O.N.A.R., B.J.R.T., Third Sector and Helping Hands are subject to a review procedure involving the client, the referring worker and the appropriate staff person from the resource program.

B.J.R.T. has such a review process in operation which assesses the participants progress every six weeks and specifically at the time of termination, regardless of the reason for the termination. The staff person from B.J.R.T. contacts the referring worker in advance to arrange a mutually satisfactory time for the interview.

L.O.N.A.R. staff, in view of the generally longer term participation, conduct an ongoing review every three months. If the client's attendance is consistently unsatisfactory or he drops out of the program, an immediate review is arranged by L.O.N.A.R. staff.

Persons leaving Third Sector or Helping Hands on a "quit" or "fired" basis will be reviewed with the Income Maintenance Supervisor and the staff person from the relevant resource agency with a particular view to the appropriateness of the original referral in determining continued eligibility for General Welfare Assistance.



### e) Medical Examinations (Form 4A and Form 4)

#### i) Form 4A

The Regional Medical Form 4A will be used to establish unemployability in all cases where the applicant claims to be unemployable by reason of a short-term disability or ailment (ie. broken limbs, low-back pain, etc.) However, where the applicant has not been treated by a physician in the last three months, he or she will be deemed to be employable until the disability or ailment can be substantiated by way of the medical Form 4A.

Where the applicant's physical disability is obvious to the worker a Form 4A is not required to establish unemployability, but rather may be used to determine when the client will be employable again.

Where a client is pregnant, she will be considered employable up to the fifth month, unless the attending physician indicates that the pregnancy is other than normal. A Form 4A may then be used. During the sixth and subsequent months of the pregnancy and until the twelfth week after confinement, she will be considered medically unemployable automatically, and a Form 4A will not be required.

Where a client is <u>over fifty-five years of age</u> and claims for medical reasons to be unemployable, the worker may accept the claim and not request a Form 4A.

A fee\* will be paid to the client's own doctor where the Medical Form 4A is requested.

\*See Appendix I for Fee Schedule.

#### ii) Form 4

The Provincial Medical Form 4 is required in all cases where a disability or other pension is being considered for the client. A fee\* will be paid to the client's own doctor where the Form 4 is requested. However, where the initial medical report on the Form 4 is not adequate for the Provincial Authority to grant the pension and requests for subsequent forms are made, any further costs incurred are to be transmitted directly to the Province.

The Form 4 will also be used in those cases where it is considered necessary to have a second opinion with the objective of developing a rehabilitation plan. In such cases, the client



is to be given the choice of a doctor from the list provided by the Hamilton Academy of Medicine, and a fee\* will be paid. The worker must, however, obtain the approval from his/her Supervisor and Area Manager before requesting a second opinion.

The medical Form 4 will also be used in all cases where a special diet is required.

\* See Appendix I for Fee Schedule



Parental Support Unit



#### f) Parental Support Unit

The objectives of the Parental Support Unit are:

- To increase the amount of support given to deserted/separated persons by their spouses;
- 2. To obtain monies that the Department of Social Services may be entitled to;
- To move the General Welfare Assistance cases to other forms of income as quickly as possible.

Sections 15 and 16 of the Family Law Reform Act, state that each spouse has an obligation to support himself, the other spouse, and any dependents, in accordance with need and the capability to provide.

Furthermore, Section 18, (3) (b) of the Family Law Reform Act, makes provisions for a municipality to proceed for support where a benefit is being provided to a deserted or separated spouse. These actions are initiated through the Unified Family Court in Hamilton-Wentworth.

The Parental Support Unit uses this authority in support of Section 3, (3) (b) of the General Welfare Assistance Act, whereby persons are expected to pursue any monies to which they are legally entitled in order to continue to be eligible for G.W.A.

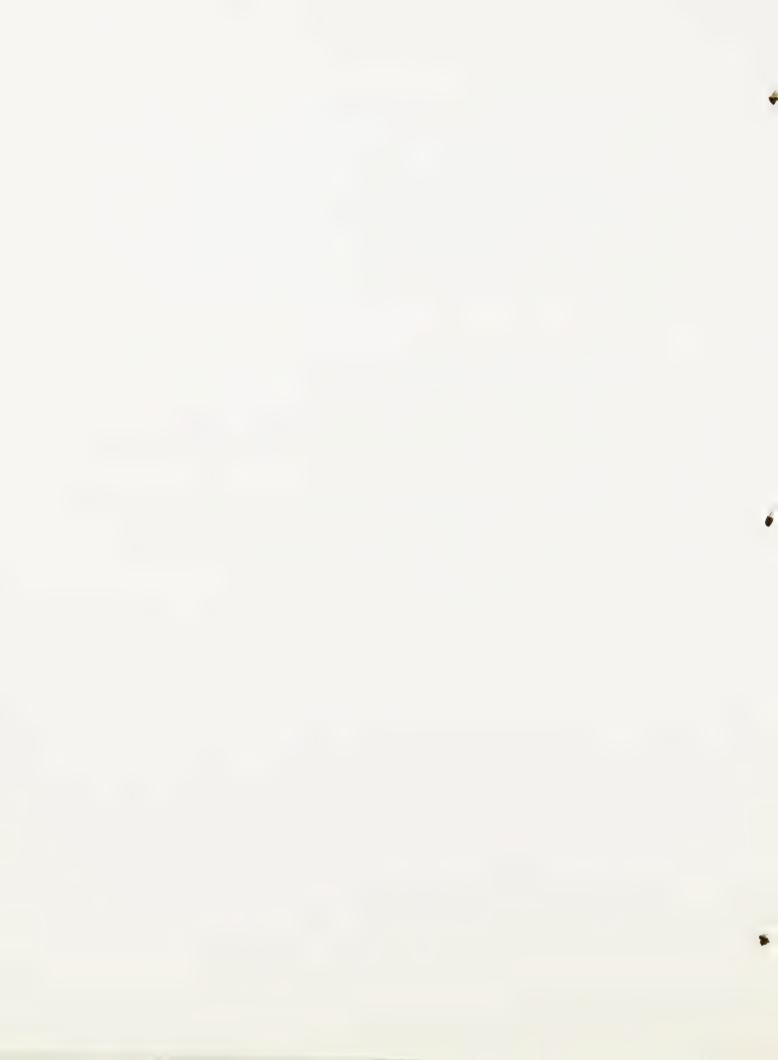
A deserted/separated spouse or a mother with a child born out of wedlock in common with all applicants for G.W.A. is required to pursue any income to which that person is legally entitled. The Parental Support Unit ensures that this action is followed in every case and that payments are monitored. Where payments are not maintained remedial action will be taken to ensure maximum recovery of funds by the Region.



The normal process is that the eligible applicant will receive G.W.A. immediately. Subsequently, with the assistance of the Parental Support Worker, appropriate action will be taken so that the Region can recover that portion of assistance payable to the client by a third party by way of an assignment. This process will occur prior to a referral to the Family Benefits Program.

The Parental Support Worker can act as follows, depending on the circumstances of each case:

- 1. Negotiate "Private Agreements" for Support;
- 2. Initiate support action through the Unified Family Court;
- 3. Review the adequacy of any existing Court Orders and Private Agreements;
- 4. Monitor and follow-up on default of payments;
- 5. Search for spouses;
- 6. Monitor Family Court Assignments.



# g) Children and Students

# (i) Applicants Under 18

A single employable person under 18 years of age living away from the home of his parents or legal guardians is entitled to an application for GWA but is not eligible for assistance except in the following situations:

- a. Where parents refuse to support him if he were to remain at home.
- b. Where, in the opinion of the administration, the best interests of the client are served by his leaving home.

The intent of this regulation is twofold:

- To discourage young people between 16 and 18 years of age from leaving home and going on GWA, where adequate alternative means of support exist.
- To ensure that those children who need to leave home for severe social reasons are not left without support.



In determining whether "severe social reasons" exist, the worker must visit the parental home or interview the parents in the office, if a home visit is not possible. However, the willingness of the parents to have the child return is not sufficient reason to disallow assistance. After discussion with the parents and the applicant, the worker should seek information from a third party(ies) on the advice of the applicant. (eg. Family Doctor, School Counsellor, Probation Officer, Clergyman, etc.) In other words, the applicant must provide some corroborative evidence of the situation.

In determining eligibility, the worker should be satisfied that the new living arrangements of the young person are better than the home situation from a social viewpoint, (ie. material aspect to be excluded). The worker should, however, avoid, as far as possible, making moral judgement.

Assistance should not be granted without a visit to the parental home and corroborative evidence provided by the school or other third party. Only in the most obvious and severe cases will more than one-half month's assistance be provided prior to a visit to the parental home.



In determining eligibility, the worker should be satisfied that the new living arrangements of the young person are better than the home situation from a social viewpoint, (ie. material aspect to be excluded). The worker should, however, avoid, as far as possible, making moral judgement.

# (ii) Applicants Under 21 Years Living With Their Parents

Employable individuals are considered to be dependent adults and as such, the application for asssistance is to be completed in the parents' name. The total family income is to be considered in determining budgetary need.

An unemployable individual would be eligible for an application in his own right, provided that he would be eligible for F.B.A.

If an applicant between 16 and 21 returns home, having been legally married and separated, he is eligible for an application in his own right.

If an applicant between 18 and 21 with no dependants, returns home after separating from a common law spouse he is not eligible as a separated spouse, but is considered to be a dependant adult.

# (iii) Foster Children



For purpose of this section, a young person attending school (up to grade 13) will be considered unemployable, and coded as such for the computer. However, during the summer vacation period, such persons will be treated as employables in that they will be required to register at the Student Manpower Office and may be required to complete job searches. However, the computer code "unemployable" will remain unchanged so as not to reduce the rate of assistance.

Persons who are <u>not</u> returning to school must be re-coded as "employable" upon completion of their last day of attendance.

### (ii) Applicants Under 21 Years Living With Their Parents

Employable individuals are considered to be dependant adults and as such, the application for asssistance is to be completed in the parents' name. The total family income is to be considered in determining budgetary need.

An unemployable individual would be eligible for an application in his own right, provided that he would be eligible for F.B.A.

If an applicant between 16 and 21 returns home, having been legally married and separated, he is eligible for an application in his own right.

If an applicant between 18 and 21 with no dependants, returns home after separating from a common law spouse he is not eligible as a separated spouse, but is considered to be a dependant adult.



### iii) Foster Children

A foster child is a child fifteen years of age or younger who is in the care of a responsible adult of whom he/she is not the natural child, nor the adopted child, nor has the adult been appointed his/her legal guardian by court order. Wards of The Children's Aid Society are not considered eligible as foster children for G.W.A. purposes.

An application for General Welfare Assistance is made by the foster parent on behalf of the foster child by way of the completion of the Form 2 "Application for an Allowance by a Foster Parent". A Form 3 "Consent to Inspect Assets" must be completed in the name of the foster child and must accompany the application.

In determining eligibility for assistance, no evaluation of the suitability of the home is required although situations of possible parent/child abuse are to be reported to the appropriate Children's Aid Society.

In determining the budgetary need of a foster child, only the child's income and assets are considered, with the following exceptions:

- Where the foster parent receives payments by or on behalf of the foster child, excluding family allowance and any casual earnings of the foster child, these payments are considered as income and, therefore, deducted from any assistance granted.
- Where the foster parent has made a transfer or assignment of liquid assets on behalf of the foster child within three years preceding the date of the application for the purpose of qualifying for assistance, the foster parent may be deemed ineligible for assistance, or, the assistance granted may be reduced.

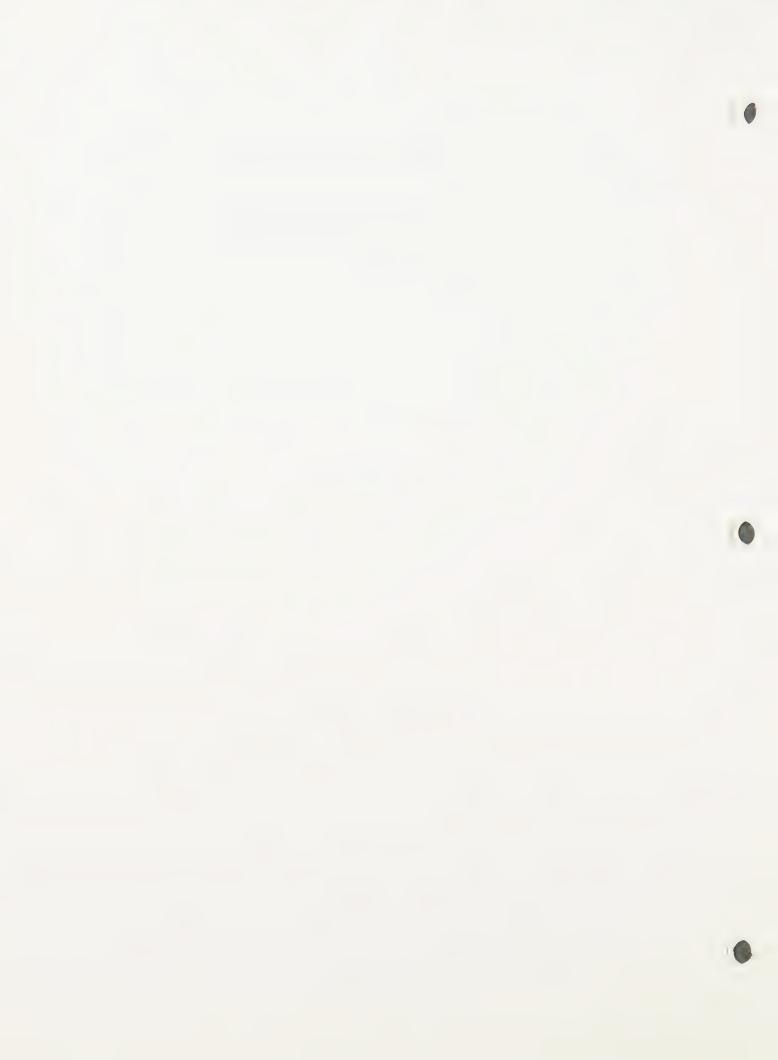
According to Section 3 (b) of the Regulations a foster child must pursue financial resources to which he/she is entitled, ie. from parent(s). Where the parents of the foster child are deemed to be financially capable, the provisions of the Family Law Reform Act may be applied.

FOSTER CHILD RATES	
	Monthly
First Child Second Child Each Additional Child	\$ 142.00 \$ 116.00 \$ 95.00
Liquid Assets Allowable Per Child	\$2,500.00



Where it is determined that long term foster allowance may be required, such cases should be referred for Family Benefits Allowance.

Where the parent is an F.B.A. recipient and is temporarily unable to care for the child(ren), ie. hospitalization or incarceration, thus, resulting in a foster care situation, the foster parent can obtain the allowance directly from the Family Benefits office.



# AMENDMENT NOTICE #8

# DATE: MAY 1, 1983

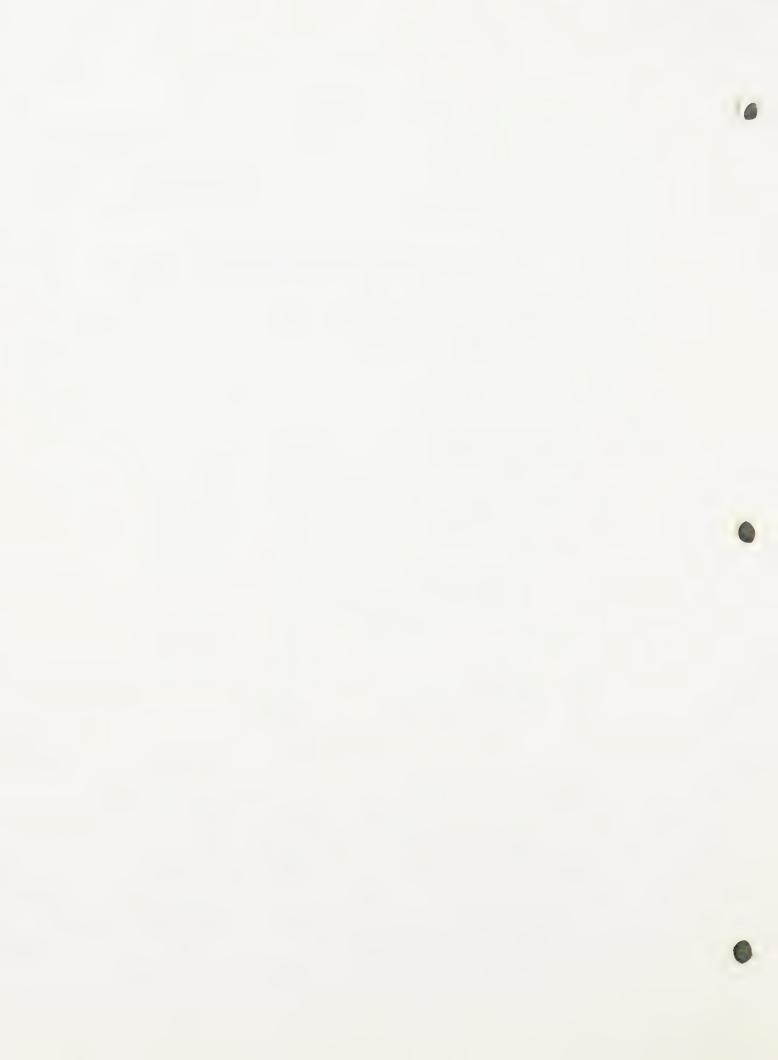
Page	Subject	Change
44	<pre>Item I b) Shelter Payments in    Lieu of Maintenance</pre>	Where shelter payments are paid direct by a separated spouse in lieu of maintenance, compensatory payments may be paid as an item of special assistance for three (3) months, and up to a maximum of six (6) months with the Provincial Area Manager's Approval

NOTE: This item replaces
Item I b) Payments in Kind



# INDEX

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	F	Plan Coverage				
	ii) [	Drug Card	44(b)			
b) Determ	mining	g Budgetary Need	45(a)		PRO-2-501-1	
	i) l	Maximum Allowance	45(a)			
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i	ii) C	Ordinary Needs	45(b)	GW0405-07		
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	vi)	Board and Lodging Costs	45(d)	GW0404-05		
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v	iii)	Pregnancy Allowance	45(e)	GW0404-05		
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			Provincial Policy Guidelines	Departmental Procedures
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	<ol> <li>U.I.C. Assignments</li> <li>Canada Pension Plan</li> <li>Workmen's Compensation Board</li> </ol>	47(a) 47(b) 47(b)		
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### I. Determining Budgetary Requirements

### a) Mandatory Items of General Welfare Assistance

When an applicant and dependents become eligible for General Welfare Assistance, in addition to the issuance of money, the applicant and dependents are also eligible for the following:

# i) Ontario Hospital Insurance Plan (O.H.I.P.) Coverage

Section 18 of the G.W.A. Act stipulates that all beneficiaries of assistance are entitled to receive O.H.I.P. coverage in accordance with the Health Insurance Act. O.H.I.P. coverage begins the first day of the month in which the person becomes eligible for assistance.

Where an eligible applicant has never had an O.H.I.P. number in his/her name the social service worker should assign one by using the appropriate Municipal Application Form (O.H.I.P. form with a number).

Where an eligible applicant has his/her own O.H.I.P. number, the social service worker should notify the O.H.I.P. office that coverage is to be continued or reinstated by using the appropriate Municipal Application Form (O.H.I.P. form without a number).

Applicants of G.W.A. who are under the age of 21 and have left the parental home are no longer considered to be dependents according to O.H.I.P.'s definition.

Consequently, they are no longer eligible for coverage under their parents' O.H.I.P. number. In such cases, the applicant should be considered as a person entitled to his/her own O.H.I.P. coverage.

Therefore, where an eligible applicant under the age of 21 has left the parental home and does not have his/her own O.H.I.P. number, the social service worker shall assign one by using the appropriate Municipal Application Form (O.H.I.P. form with a number).



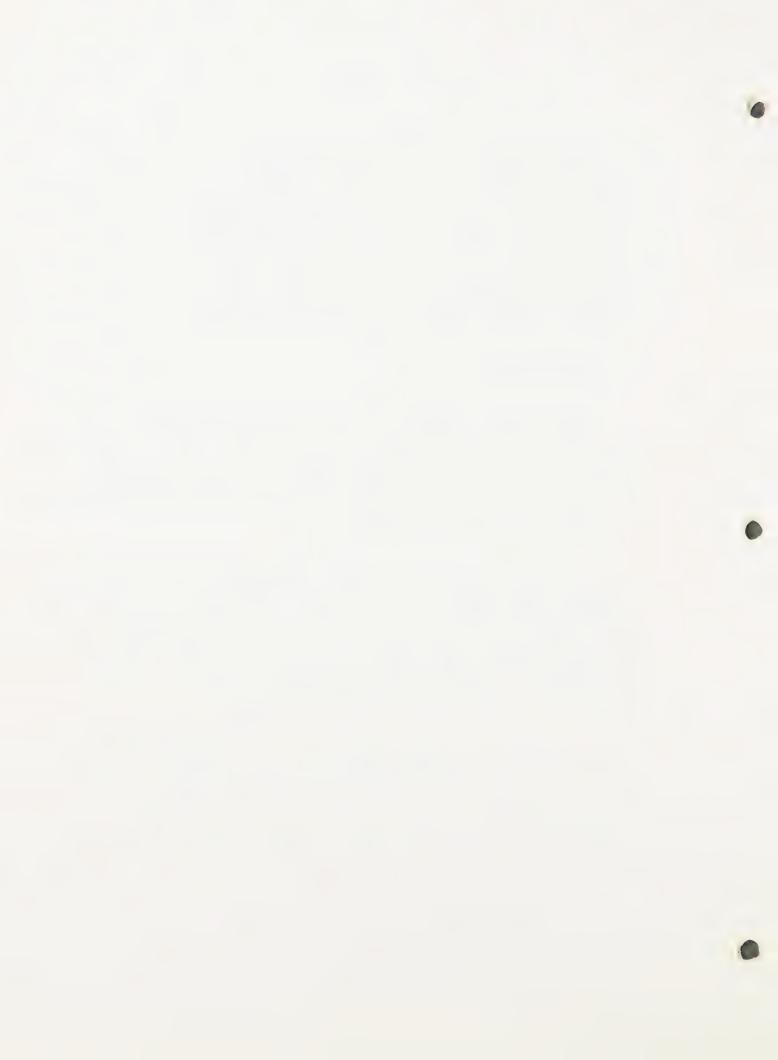
Recipients of GWA must be advised to submit their Premium Notices as soon as they receive them to their worker in order that up-to-date coverage can be maintained. Once the workers receive them they are to record their district number and the client's I.D. code on the card and forward it to their team control clerk who will complete a Municipal Advice Notice form to extend coverage and notify the computer of ongoing coverage.

## ii) Drug Card

Recipients of General Assistance are entitled to receive a monthly Ministry of Health drug card to cover the cost of prescription drugs. Coverage for prescription drugs begins the first day of the month in which the person is eligible for assistance.

To be covered by the Card, drugs must be listed in the Ontario Drug Benefit Formulary. Clients who find that the drug they have been prescribed is not on the formulary should not pay cash, rather they should contact their doctor who can prescribe a substitute or obtain special authorization from the Ministry of Health.

In exceptional circumstances, a drug card may be issued without issuing assistance, ie. persons with low income or applicants for G.W.A. pending a home visit. This may be done through Special Assistance or Income Maintenance depending on the circumstances of the case.



# b) Determining Budgetary Need

### i) Maximum Allowance

FAMILY SIZE	MONTHLY	WEEKLY
Family of four or less	\$656.00	\$151.50
For each additional dependent	32.00	7.39

Budgetary requirements are determined in Section 12. Subsections (1). (2) and (3) of the Regulations.

## ii) Basic Needs

Basic Needs includes an allowance for food, clothing, personal requirements, household supplies, utilities, and shelter. Shelter may include rent, mortgage payments, taxes, fire insurance and common expenses in regards to maintenance payments for a condominium (Regulations, Section 12 (1) (b)).

To determine the appropriate amount for basic needs, refer to the Provincial Basic Needs Schedules A, B, D, and E.

When shelter costs are less than the shelter component of basic needs, the allowance is reduced accordingly.

When actual shelter costs exceed the shelter component of basic needs, the client may qualify for a Shelter Subsidy according to the Provincial Shelter Subsidy Table.



# iii) Ordinary Needs

Ordinary Needs represents an amount for basic needs according to Schedules A. B. D or E less the shelter component appropriate to the applicant's situation.

Ordinary Needs is administered in those situations, for example, where the applicant has no shelter costs, or is pending an adjustment to their budget where the shelter costs have been previously paid.

In cases where the client has no shelter costs but other expenses, ie. fire insurance, life insurance, utilities, etc. an amount for these expenses can be considered as shelter costs up to the shelter threshold appropriate to the client's circumstances. If these expenses exceed the shelter threshold, a fuel allowance can be granted, if appropriate, but not the G.S.S.

# iv) General Shelter Subsidy

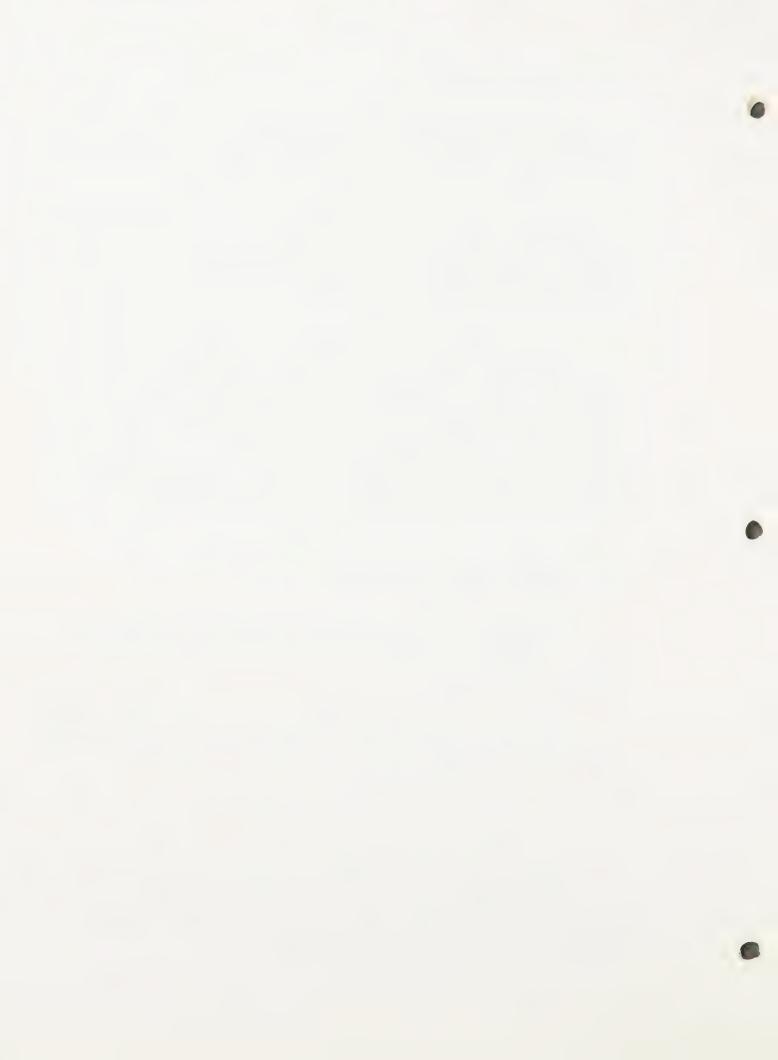
The General Shelter Subsidy (G.S.S.) is a mandatory item of general assistance and may exceed the maximum allowance payable.

The shelter subsidy may be paid only to single persons and heads of families who are living in accommodation which is:

- self contained; or.

- being provided for profit; or.
- not otherwise subsidized.

Shelter subsidy is payable, therefore, in all cases where basic needs are calculated using Schedules A. B. D. and E. and where the client is eligible, ie. actual shelter costs exceed the thresholds.



## v) Fuel

Recipients whose fuel costs for home heating are not included as part of their shelter costs (ie. rent) will receive either the shelter subsidy or the cost of fuel whichever is greater.

The fuel allowance will be paid according to the fuel table\*. Where the actual amount paid exceeds the amounts in the fuel table, the actual fuel costs may be paid upon verification of the charges.

The fuel allowance may exceed the maximum amount payable.

Where the fuel allowance equals or exceeds the shelter subsidy (G.S.S.), the amount paid to the client should be reported as fuel.

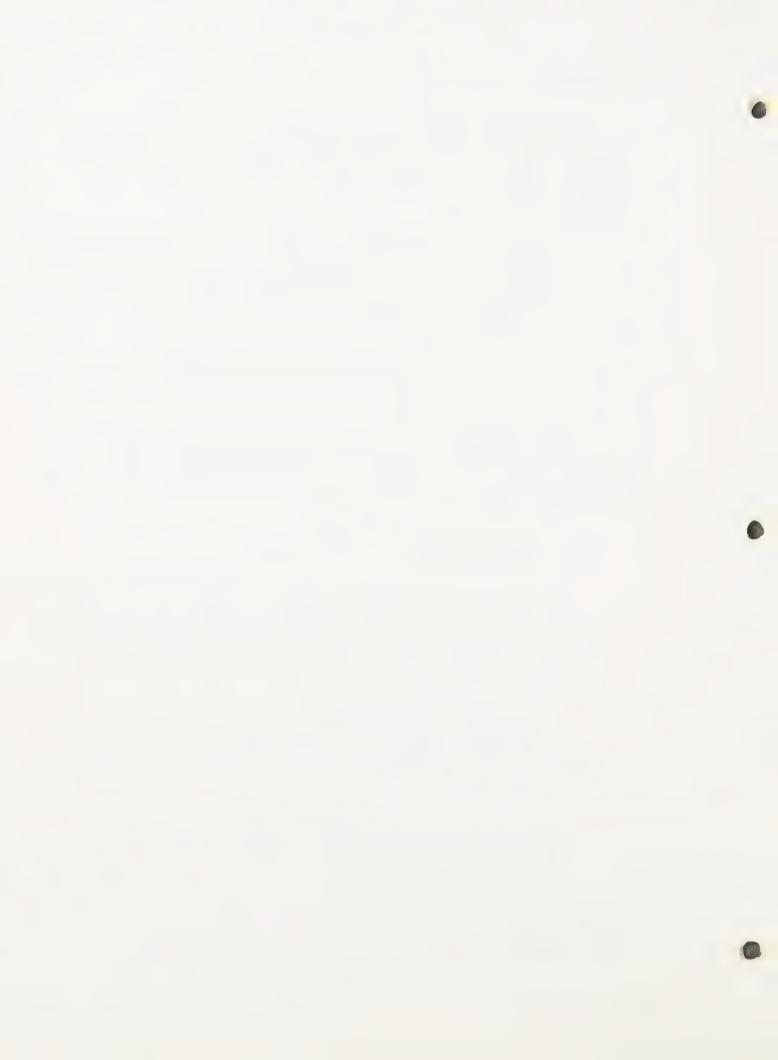
# 1. Gas Deposits

Clients must be encouraged to pay their gas bills on time and to notify this Department if their actual fuel expenses are not met by the monthly fuel allowance allotted to them.

When gas has been turned off, the following policy and procedures will apply to GWA clients:

- no deposit is required at the time of the first
  "turn on";
- on the second occasion, a \$100.00 deposit will be required when the gas is turned on and the Department will pay this, if requested;

<sup>\*</sup> See Appendix III



- the above payment will be considered an overpayment and arrangements must be made to recover it through monthly deductions;
- should the client go off assistance, before the recovery is completed, private arrangements to continue the recovery should be made.
- N.B.: Should there be a third occasion of "turn off", the case must be reviewed with the Supervisor before a decision is made regarding deposit funds, ie., possible arrangements to have fuel paid direct.

### 2. Oil/Gas Turn On Fees

All oil/gas <u>"turn on" fees</u> should be treated as overpayments.

See Section E - Overpayments - 2. Additional Assistance.

# vi) Board and Lodging \*Costs

The calculation of general assistance for room and board situations is based upon the actual room and board costs. plus an amount for personal needs. Recipients who are boarding in profit or non-profit situations should also receive an additional amount of \$50.00 for each adult and \$25.00 for each dependent for incidental expenses subject to the maximum amounts within the Board and Lodging Schedules.

The total of the actual room and board costs, plus the additional amount for personal needs may not exceed the maximum allowable rates according to the appropriate Board and Lodging Schedule. However, where the amount is less than the minimum schedule rate, the minimum rate must be granted.

Where required, a pregnancy or special diet allowance may also be included in the overall budget and may exceed the maximum of the range in either Board and Lodging Schedule.

\* This section does <u>not</u> apply to those Board and Lodging Homes which have a purchase of service contract with the Region of Hamilton-Wentworth.



### vii) Special Diet Allowance

Recipients of general assistance may also qualify for a special diet allowance, when this has been verified with the physician by way of a completed Medical Form 4.

Renewals for a special diet allowance are required every six months regardless of the type, and can be made by way of a note from the client's physician.

Special Diet requirements may not exceed the maximum allowance payable (except where the basic needs have been calculated in accordance with the Board and Lodging Schedules). See Appendix XIII Special Diet Schedule.

## viii) Pregnancy Allowance

The pregnancy allowance is \$16.00 monthly or \$3.70 weekly. It is issued for any six month period next to the birth of the child: prior or post or a combination.

eg. 4 months prior and 2 months post, or.3 months prior and 3 months post.

However, the allowance may not start before the fourth month of pregnancy.

The pregnancy allowance is mandatory, but may not exceed the maximum allowance payable, except where the basic needs have been calculated in accordance with the Board and Lodging Schedules.



## ix) Advanced Age Item

For a definition of Advanced Age Item, see Section 12, Subsection (2), paragraphs 11 and 12 inclusive, of The General Weflare Assistance Regulations.

For the types of cases and their eligibility refer to the table and explanation on the following page.

### viii) Advanced Age Item (Cont.)

Table: Eligibility for an Advanced Age Item

				PI ICI	BLE FOR	ADVANCED AG (Code 08	
			UNDER		/GIS		MONTHLY
SINGLE	COUPLE	OVER 65	65	YES		ELIGIBILITY	
1. X		Х		Х		Х	
2. X		Х			Х		\$30.00
3. X			Х		Х	Х	
4.	xx	Both		Both		Х	
5.	xx	One	Other	One	Both Other		\$30.00
6.	XX	Both		One	Both Other		\$60.00



### Explanation

- 1. Single person eligible for O.A.S. Nil.
- 2. Single person over 65 years not eligible for O.A.S. \$30.00.
- 3. Single person under age 65, not eligible for O.A.S./G.I.S. Nil.
- 4. Husband on O.A.S., Wife on O.A.S. Nil.
- 5.a) One spouse eligible for O.A.S., other spouse not yet 65 \$30.00.
  - b) Couples one spouse over 65, not eligible for O.A.S., other spouse not yet 65 \$30.00
- 6.a) Both spouses over 65, neither eligible for O.A.S. \$60.00.
  - b) One spouse eligible for O.A.S., other spouse over 65, not eligible for O.A.S. \$60.00.

Old Age Security/Guaranteed Income Security are deducted 100%.

Other income is deducted according to policy.



# c) Income

### i) General Income

If the applicant and/or any of his dependents fail to avail themselves of <u>any</u> source of income to which they are legally entitled, then the amount of income which they failed to obtain must be taken into account in calculating eligibility for General Welfare Assistance. Note that the failure to obtain such income must be attributed to the applicant or his dependent. If some third party is at fault, the client should not be penalized.

Recipients of General Welfare Assistance must report all earnings and income from roomers, boarders, U.I.C., W.C.B., etc., which is received from the 15th day of the previous month to the 15th day of the present month by way of the Statement of Income (Blue Slip). This form must be returned to the office on the 15th day of each month.

Any reported earnings are deducted from the recipient's welfare budget <u>after</u> the earnings exemption formula is applied (see Part-time Earnings). Where the earnings are irregular, ie., earnings from waitressing, babysitting, etc., the earnings exemption formula is applied to the gross amounts according to the blue slip. Where the earnings are regular, the earnings exemption formula is applied to the anticipated gross earnings for the whole month.

The gross amount from anticipated regular income, ie., U.I.C., W.C.B., support payments, etc., is deducted from the welfare budget for the whole month.



## ii) Part-time Earnings

A maximum of 120 hours or less per month will be considered as part-time earnings for the purpose of determining eligibility for General Welfare Assistance. A person will not be eligible for assistance in the month following any 4 months in which he is regularly employed in remunerative employment for more than an average of 120 hours per month. commencing with any month in which he works more than 120 hours per month.

If a person eligible on the grounds of old age obtains regular employment, his income may be supplemented up to the level of legislated need though the person is regularly employed.

Verification of all part-time earnings is required by way of the completed blue slip plus monthly pay stubs.

Irregular part-time earnings are deducted retroactively according to the blue slips, whereas anticipated regular earnings can be deducted in advance for the whole month.

In calculating the rate of assistance for applicants or recipients with part-time earnings of 120 hours per month or less. Departmental policy is to allow the maximum exemptions as shown in the table below. The basic exemption and the 25% exemption formula will be applied to the gross earnings. Should the net amount be greater than the welfare budget, the client will be ineligible for assistance. Should the net amount be less than the G.W.A. budget, the client will be eligible for a G.W.A. supplement.



	BASIC EXEMPTION (MONTHYLY)	EXCESS EXEMPTION	
SINGLE	\$ 50.00	Plus 25% of the excess where the earnings exceed the monthly basic exemption.	
TWO or MORE in family	\$100.00		

Persons with low income whether or not in receipt of G.W.A. who require assistance with drug purchases or dental care may be needs tested through special assistance.

## iii) Income of Dependents

Any and all earnings from part-time work of a child dependent attending school, should be regarded as casual and totally exempted.

If a dependent (other than spouse) works not more than 120 hours in a month, then the first \$50.00 earned by the dependent plus 25% of the excess over \$50.00 should be considered as "casual earnings" and be totally exempt from family income. Where it is to the benefit of the family, a person who is earning money should be excluded from the family budget provided he is paying reasonable room and board.



#### iv) Room and Board Income

This is deducted at rates outlined in Appendix II.

Deductions for roomers who are not self-contained quarters
are also indicated in Appendix II.

#### v) Farm Income

When an applicant is eligible for G.W.A. or is pending F.B.A. extend the allowable assets to those accepted by the province. It follows, then, that in the case of farm income we use the provincial method of calculating income, namely -

- 20% of the 1st \$1,000 annual net income;
- 30% of the 2nd \$1,000 annual net income;
- 40% of the remainder.

#### vi) Donations and Gifts

Donations and Gifts which are given on a continuous basis are to be considered as income. In situations where donations allow the client's situation to stabilize, (eg., mother needs extra money to establish a home for children in temporary care of C.A.S.), an allowable period for ongoing payments can be allowed; after three months, however, continuation must be approved by the Director of Income Maintenance.

When a G.W.A. client is meeting expenses obviously in excess of G.W.A. allowances but does not acknowledge any other income, the worker and his Supervisor may use their discretion in questioning the recipient and in taking action to take obvious extra income into account.



Donations from charitable institutions are not to be considered as income. The legislation exempts <u>all</u> donations from charitable organizations regardless of the amount or frequency.

### vii) Shelter Payments in Lieu of Maintenance

All shelter payments for mortgages, rent, taxes, etc., of the marital home paid for by a spouse living apart from the applicant must be considered as income according to the legislation (section 12 of the G.W.A. Act). This may result in a reduction of the G.W.A. payable to the applicant or the applicant's ineligibility for assistance.

In order to alleviate undue hardship for the applicant, in cases where there is no legal agreement because separation has occurred recently, ie., the past month, or in cases where a legal agreement does not exist, but an amount is received for shelter, ie., mortgage, rent, taxes, etc., in lieu of support payments, the applicant will be considered to have reduced shelter costs or no shelter costs. Basic needs will then be calculated accordingly, provided every effort is being made to obtain a legal agreement or vary the existing legal agreement.

Such compensatory payments will be considered as an item of special assistance (G.W.A. clients - 50/50 cost-sharing) or supplementary aid (F.B.A. clients - 80/20 cost-sharing). Such payments will be limited to three months, and can be extended only under extenuating circumstances by the Provincial Area Manager. However, the maximum period for which assistance may be paid by way of this arrangement is six months.



All such cases should be identified as "priorities" and must be brought to the immediate attention of the Parental Support Worker Unit, with the following documentation in the file: 1) The details of the agreement - verbal, private or legal; 2) Whether or not a lawyer is involved, and if so, his name. Under no circumstances should the Social Service Worker provide any legal advice to the clients.

Calculation of general welfare assistance should be made under the direction of the team supervisor or his designate.



#### viii) Income Assignments

<u>U.I.C. assignments</u> should be taken only if a person has a recent work history and, may be entitled to Unemployment Insurance benefits; and the Region is required to pay assistance during the period for which the person will also be entitled to the benefits.

## The U.I.C. benefit payment process is as follows:

1. An applicant making the first claim has to serve a two week waiting period. Then he gets paid for One Week only (the third week) in week four. Thereafter, a payment is made every two weeks. (First two week cheques should arrive in week six.) Do not assign the first cheque from U.I.C. as this creates a chain reaction of assignments.

Where an eligible client appears to be entitled to <u>Unemployment Insurance</u>, G.W.A. may be granted pending the establishment of the U.I.C. claim. Once the claim has been established, (ie. U.I.C., has a record of the application) up to one (1) month's assistance is to be granted without taking an assignment. Any additional assistance granted thereafter may have an assignment attached unless U.I.C. benefits are coming through in one week.

If the granting of U.I.C. benefits is delayed due to something over which the client has control, eg. time of filing for U.I.C. benefits, an assignment must be taken to cover the period of time before the claim was established.

Where a person applies for assistance due to loss of employment from whatever cause, (fired, quit, lay-off) he is required to file for U.I.C. benefits before an application for G.W.A. will be accepted. That means that the application (Form 1) can be taken but assistance cannot be granted until the person has filed for U.I.C. benefits.



Where a person is disentitled to U.I.C. benefits for whatever reason, ie., U.I.C. overpayment, an application for G.W.A. will be processed and eligibility determined under the G.W.A. Act. His refusal to accept employment under the U.I.C. legislation is to be considered as part of the eligibility test. Where an appeal is pending against the U.I.C. decision or the claim is being transferred from another area, assignments will be taken on all monies granted under the G.W.A. Act.

- When <u>Canada Pension Plan (CPP)</u> payments are granted, rather than taking assignments, the amount of allowable liquid assets is considered since these clients are usually pending Family Benefits.
- 3. In situations where clients are eligible for <u>Workmen's</u>

  <u>Compensation Board benefits</u>, assignments are to be completed immediately, whether the client has a claim number or not.

#### 4. Accident Agreements

An <u>Accident Agreement Package</u> must be completed in all cases where the client has become unemployable as a result of an accident and therefore, is applying for G.W.A. or is presently in receipt of G.W.A.

The Social Service Worker is responsible for gathering the details of the accident, ie. date and place, including lawyers involved, and submitting this information to the Eligibility Review Officer who will then interview the client and complete the necessary documentation.

The Accident Agreement Package must be completed within 30 days from the date of the Form 1.



## ix) Allowable Income Items

The following are not considered income for purposes of calculating a G.W.A. allowance:

- Family Allowances:
- Payments made by C.A.S. or C.C.A.S. under The Child Welfare Act (child is not eligible for G.W.A.), eg. to foster parents;
- Interest and dividends on liquid assets;
- Donations from charitable institutions;
- Payments or refunds under the Income Tax Act;
- Indian Act payments (Canada);
- Work Activity Incentive Allowances:
- Grants and bursaries to students under Ministry of Colleges and Universities Act;
- Severely Handicapped Child Allowance
  (F.B.A. or Order-In-Council)
  (Maximum of \$150.00);
- Income from Sheltered Workshops
   (See Appendix X for list of Sheltered Workshops within Hamilton-Wentworth).
- Death benefit payment (lump sum payment), under the <u>Canada Pension Plan</u> (Canada), intended for the spouse on behalf of the deceased spouse or dependent.



### x) Deductible Income Items

The following incomes are deducted from the gross entitlement (before adjusting to maximum allowance) at the rate shown.

GOVERNMENT ALLOWANCES:	BUDGET	
Governmental Benefits (F.B.A., GAINS, etc.) ) Foreign Government Pensions ) Compensation for Victims of Crimes )	100%	
PROPERTY:		
Rooms Rented self-contained quarters:	\$20.00	
<ul><li>In principal residence</li><li>Other than in principal residence</li></ul>	60% 100%	
ROOM AND BOARD:		
Boarder, under 18 years Boarder, 18 years and over	\$20.00 \$30.00	
INSURANCE, ANNUITIES, SUPERANNUATION	100%	
MAINTENANCE OR SUPPORT		
PAYMENTS AVAILABLE FROM A SPONSOR		
MORTGAGE RECEIVABLE	100%	
TRAINING ALLOWANCES	100%	
PAYMENTS RECEIVED BY OR ON BEHALF OF A FOSTER CHILD, OTHER THAN CASUAL EARNINGS	100%	



## xi) Income from Government Benefits

Where a recipient of a government benefit, ie. U.I.C., C.P.P., W.C.B., etc., receives a benefit which is lower than the G.W.A. budget, he may be entitled to receive the difference.



- d) Assets
- Liquid Assets Allowable for General Welfare Assistance
  Liquid assets are items which can readily be converted
  into cash, such as money in the bank, stocks, bonds,
  R.H.O.S.P.'s, R.R.S.P.'s, or property (other than residence).

To determine of liquid assets that a person may have and still be eligible for assistance, see below:

1. For a person who is 65 years or over, or deemed to be permanently unemployable or disabled:

Single person \$3,000.00
Two persons \$5,500.00
For each additional dependent add \$500.00

For a person temporarily on General Welfare Assistance, but who will eventually qualify for Family Benefits or another long term assistance program:

Single person \$2,500.00
Two persons \$5,000.00
For each additional dependent add \$500.00

For a person temporarily unemployable or employable, with or without dependents:

Assets not exceeding one month's assistance.

4. Foster child \$2,500.00

NOTE: For further information, refer to the GWA Policy Guidelines, 0403-02 and the supervisor.



## ii) Mortgage Income and Liquid Assets

When an applicant or recipient has income from a mortgage, loan agreement or an agreement for sale, the income is to be deducted at 100% and the client is required to liquidate the mortgage within a three month period. Special permission of the Division Head or Director is necessary if the asset is to be retained for a period beyond three months.



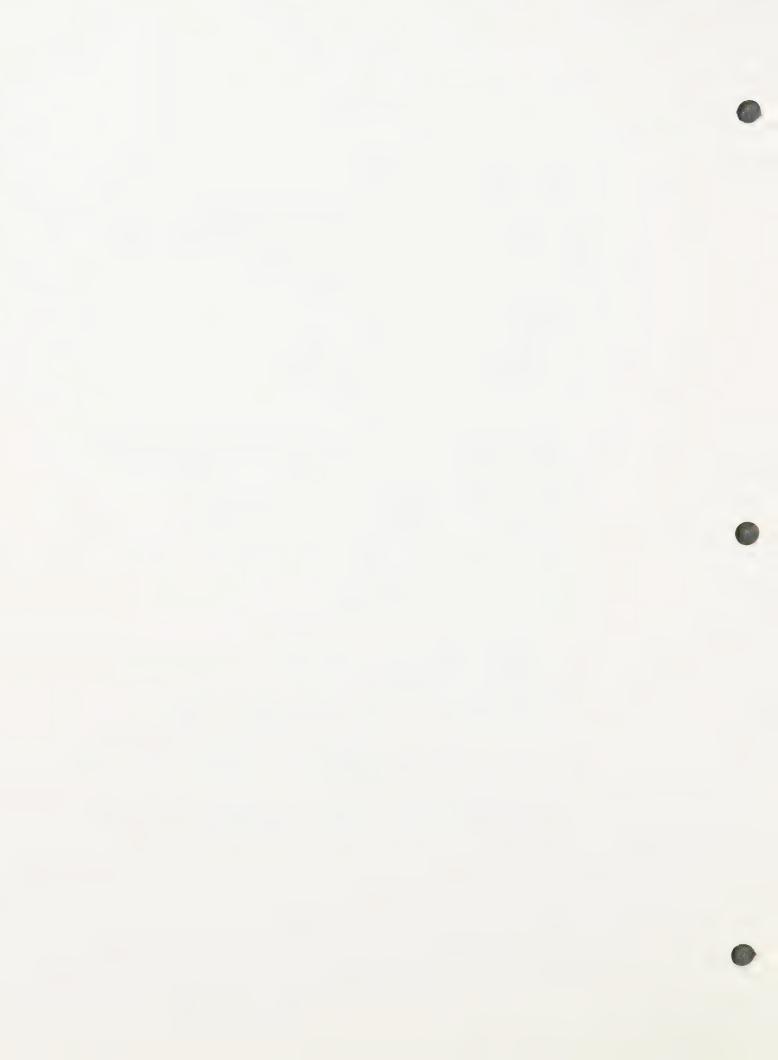
#### i) Board and Lodging Costs

If the actual rate for room and board is below the minimum rate, as set in the Board and Lodging Table within the General Welfare Assistance Act, the client should still receive the minimum rate.

### j) Allowable Income Items

The following are <u>not</u> considered income for purposes of calculating a G.W.A. allowance;

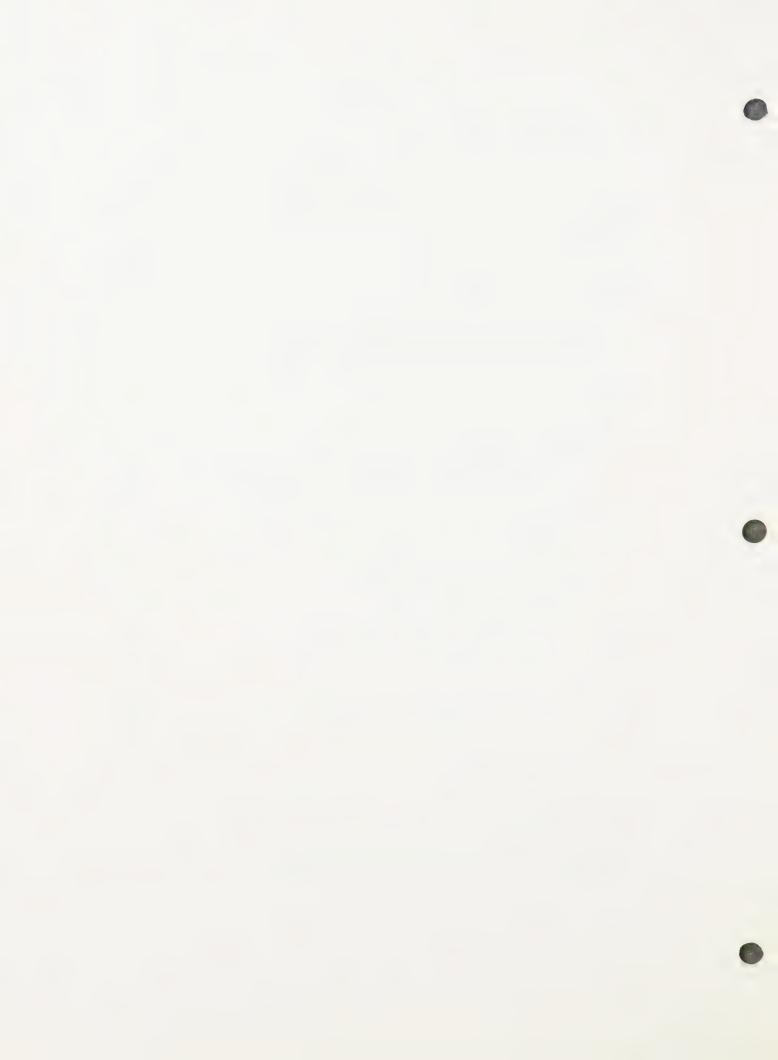
- Family Allowances;
- Payments made by C.A.S. or C.C.A.S. under The Child Welfare Act (child is not eligible for G.W.A.), eg. to foster parents;
- Interest and dividends on liquid assets;
- Donations from charitable institutions;
- Payments or refunds under the Income Tax Act;
- Indian Act payments (Canada);
- Work Activity Incentive Allowances;
- Grants and bursaries to students under Ministry of Colleges and Universities Act;
- Severely Handicapped Child Allowance (F.B.A. or Order-in-Council) (Maximum of \$225.00);
- Income from Sheltered Workshops (See Appendix X for list of Sheltered Workshops within Hamilton-Wentworth);
- Death benefit payment (lump sum payment), under the Canada Pension Plan (Canada), intended for the spouse on behalf of the deceased spouse or dependent.



### k) Deductible Income Items

The following incomes are deducted from the gross entitlement (before adjusting to maximum allowance) at the rate shown.

	BUDGET
GOVERNMENT ALLOWANCES:	
Governmental Benefits (F.B.A., GAINS, etc.) ) Foreign Government Pensions ) Compensation for Victims of Crimes )	100%
PROPERTY:	
Rooms Rented self-contained quarters:	\$ 20.00
<ul><li>In principal residence</li><li>Other than in principal residence</li></ul>	60% 100%
ROOM AND BOARD:	
Boarder, under 18 years Boarder, 18 years and over	\$ 20.00 \$ 30.00
INSURANCE, ANNUITIES, SUPERANNUATION	100%
MAINTENANCE OR SUPPORT	100%
PAYMENTS AVAILABLE FROM A SPONSOR	100%
MORTGAGE RECEIVABLE	100%
TRAINING ALLOWANCES	100%
PAYMENTS RECEIVED BY OR ON BEHALF OF A FOSTER CHILD, OTHER THAN CASUAL EARNINGS	100%



## J. Hostels \*

The Region may make an agreement with any person or agency to provide hostel care at a negotiated price. The Region has contracts with a number of facilities which include contract lodging homes, women's and men's facilities, and treatment oriented residences. The Region pays on a per diem basis.

All emergency hostel placements are to be restricted to a maximum of 5 days except where a specific programme is identified for the client. In such a situation the case is to be reviewed every two months and only in exceptional circumstances may the period of support exceed six months.

Before referring a client to a hostel, it is vital to check with the agency or residence to determine whether the client can be admitted.

<sup>\*</sup> A list and description of 1982 hostels and lodging homes is found in Appendix IV.



# K. Application for Assistance

# (a) Intake Procedure - Applicant's Identification

When any person visits the Social Services office or telephones, or otherwise gets in contact with a worker, to ask for financial assistance, he should be told at the first contact that he has a right to an official application form. In all such conversations, the worker should state plainly, "you have the right to complete an application form".

Applications are usually made in the first instance by phone. A Form 1 must be completed within three working days from the initial phone contact and a Form 1 must be completed before a client is required to provide further information regarding his family situation or need. (eg. sponsorship breakdown, children under 18, and others.)

Applicants for GWA should produce one of the following documents, as proof of identity at the time of application:

Social Insurance Card;
O.H.I.P. (not as provided by R.S.S.);
Birth Certificate;
Driver's License;
Baptismal Certificate;
Marriage Certificate;

within 30 days of the date of their application, one must be produced. If after this time the client is unable to produce any identification, the case must be referred to the Director of Income Maintenance before granting further GWA.



All staff taking phone calls from persons applying will advise them of this requirement so that in most cases identification will be available when a worker calls at the place of residence to take the application.

If identity provided is other than a social insurance number or O.H.I.P. number, already in effect, the name of the document presented will be recorded on the Form 1 immediately below the line provided for those numbers.

If the applicant has no identification, he/she should be given all assistance possible to obtain it. When none is available to enable the client to cash an assistance cheque, the worker will issue an identification card for this purpose.

# (b) Refusals\*

Refusals of applications by phone may only be made in the following circumstances:

- a. when the applicant resides outside the Region of Hamilton-Wentworth;
- b. when the applicant states that his or her liquid assets exceed the allowable limit;
- where the caller is only asking for information with a view to making a later decision to apply.

However, when a client who lives within the regional limits appears unsatisfied with the refusal or a situation is unclear, a home visit must be made and a Form 1 completed.

An applicant or recipient should receive a clear cut decision as to the disposition of his case following every interview or change.



# (i) Record of Refusals

The Administration shall keep a record of every refusal of assistance and the reason for such refusals whether by phone or upon completion of a Form 1. The records of telephone refusals must be submitted to the Area Manager every month. They are then retained by the Team for one year.

Every application refused after completion of a Form 1 will be acknowledged in writing stating the reasons and indicating alternative action which the applicant may take.

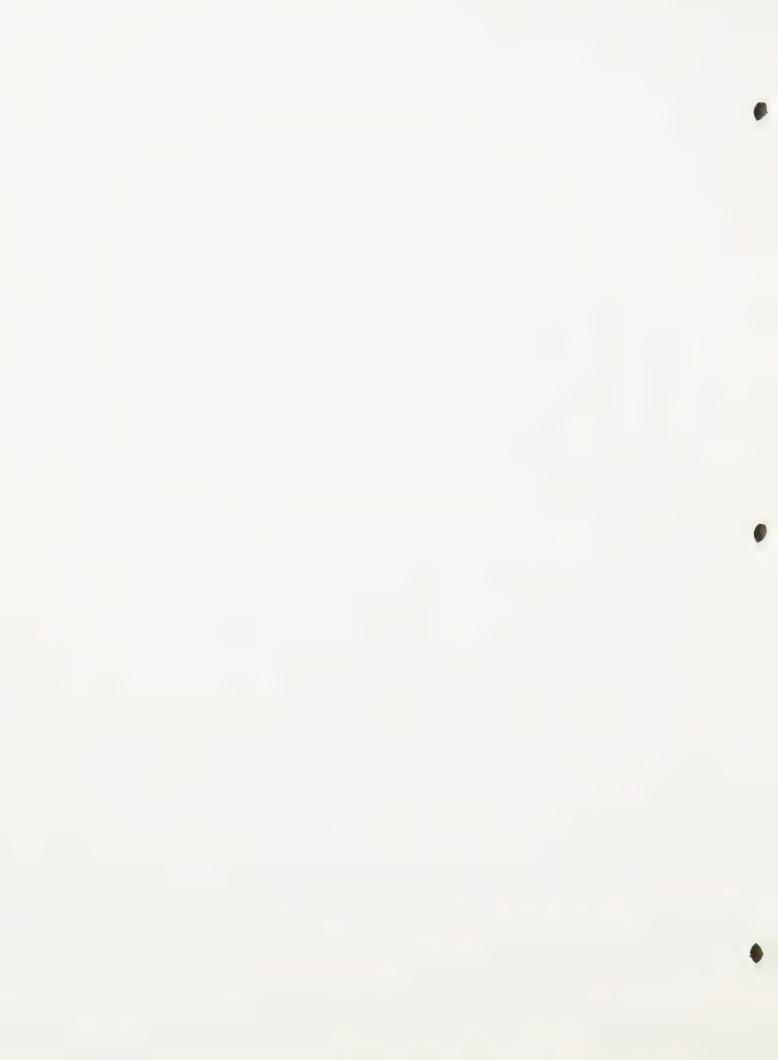
<sup>\*</sup> For Refusal Letter categories see Appendix V.



### L. Issuance of Assistance

General Assistance is normally issued for periods of not less than one-half month. Issuances for shorter periods should only be as a transition to the monthly schedule, or where it is apparent that the client will only be eligibile for a shorter period, or if the client is a transient. Payments may be made for shorter periods to assist clients in handling their financial affairs.

Short periods of issuance should never be used as a punitive measure. In instances where a client may be seeing their worker weekly, eg. reporting about job searches, the client does not have to be paid weekly.



# (a) Emergency Assistance

According to the Provincial Policy Guidelines, it is necessary to complete a Form 1 when issuing emergency assistance. The completion of the Form 1 is also necessary in order to enter the issuance on the computer. If assistance is going to continue to be needed, the application must be followed up with a home visit as soon as possible.

In situations where an applicant is coming <u>out of jail</u>, he must apply from his place of residence. If the applicant does not have a residence, he should then go to a hostel where his application will be completed.

When an applicant is coming <u>out of hospital</u>, he must also apply from his place of residence or a hostel.

In exceptional circumstances, emergency assistance may be issued to the client to locate an address. This applies particularly to persons who have been released from institutions after lengthy stays and have not maintained an address because it was not possible to do so.



# (b) Case Control

### (i) Case File Records

Each case must have a separate file folder. It will contain all the required statutory forms\* complete and in good order.

A case record should be kept in each individual file stating all notable events, including dates of home visits, phone conversations and dates of beginning and termination of assistance, along with the reason for termination. Home visit date and phone conversation date should be distinguished in the narrative. All entries in the file must be signed (not initialed) and dated by the worker who makes the entry. Files should not be more than one week in arrears. (Destruction of records, see G.W. 0201-02).

# (ii) Budget Record

A Budget Record (client profile sheet) showing the needs and income calculated according to the detail of the Regulations should be included in each file.

<u>Deductions</u> of overpayments or income should be taken from Basic Needs on the right side of the budget sheet.

In order to balance out the budget until the next pay period, a maximum of one month plus one week's assistance may be issued on one budget sheet.



#### (c) Eligibility Update

For the purpose of service being helpful to the client, as many home visits as necessary will be made. A visit to a client's home by a Social Service Worker, however, should not be made more than once a month for the purpose of determining continuing eligibility.

The minimum number of home visits for the purpose of determining continuing eligibility is outlined in Provincial Guideline G.W. 0406-05.

<sup>\*</sup> See Appendix VI for list of forms.



#### M. Termination of Assistance and Appeal

#### a. Termination of Assistance

The onus is upon the client to show eligibility for each month. If he fails to do so it is assumed that he is no longer eligible. Internal procedure - normally an Area Manager is advised of the decison before an appeal letter is issued. The following procedure must be followed in instances where assistance is terminated or a client does not qualify under the regulations:

- Suggest alternatives if any exist;
- Provide full information about the Ontario Appeal procedure;
- Provide to everyone an appeal form upon request;
- Advise of the nearest advocacy service (telephone number);
- Provide the name of their M.L.A., M.P.P., OR Regional Concillor if requested. In no circumstance should applicants be told not to contact their elected representatives. This is their right as a citizen and it must not be infringed even by suggestion.

It is important to remember that every client whose claim is disallowed is entitled to have some third party argue his case. These arguments are not personal attacks on the worker or the Department. It is out of these that much good may come just as law is modified by the constant argument of lawyers.

Compassion is a crucial element that must underly all our dealings with people.



#### b. Appeal

In order to appeal, an applicant should know that his application for assistance (Form 1) has received consideration and a decision made.

A standard printed advice should go to every applicant or recipient confirming:

- i) a notice of refusal of assistance and reason:
- ii) a notice of grant of assistance and rate as per cheque stub;
- iii) a notice of change in rate of allowance as per budget statement.

#### c. Board of Review

Any client who is terminated or refused assistance has the right to a Board of Review hearing. Appropriate forms will be provided upon request. This is expected to occur, however, only after the internal appeal procedure has been completed.



# N. The Community Advocacy System

When assistance is refused, the client is informed of his right to appeal directly to the Provincial Board of Review and/or local advocate groups.

Usually, the community advocate contacts the worker to clarify the situation and if the appeal is to proceed, then approaches Senior Management. After the Commissioner, the last appeal resource is the Provincial Board of Review.

This Department has good rapport with community advocates despite the situations which place them on opposing sides. It took time to establish this rapport and workers should endeavour to maintain and nurture it.



PART II

SUPPORT SERVICES



#### PARTII

#### SUPPORT SERVICES

### A. Special Assistance and Supplementary Aid

#### (a) Eligibility

Applicants for Special Assistance or Supplementary Aid must qualify through a needs test. In the case of clients already receiving social assistance, the needs test (Form 1) has already been completed. To qualify as low income, a client could be receiving income from the following sources:

- Old Age Security/Guaranteed Income Supplement
- Unemployment Insurance Benefits
- Department of Veterans Allowance
- Canada Employment and Immigration Commission Training Courses
- Support Payments
- Employment
- Student Loans and Grants
- Workmen's Compensation
- Other

In order to qualify any item of Special Assistance and Supplementary Aid:

- a) Special Assistance applicants must have been on General Welfare Assistance for two months;
- b) Supplementary Aid applicants must have been residents of the Region for two months.

NOTE: These conditions do not apply for emergency dental services (fillings, extractions).

### (b) Referral Process

- General Welfare Assistance clients must be referred by a General Welfare Assistance worker for Special Assistance.
- 2. Family Benefits clients and all others call directly for items provided through Supplementary Aid.



### (c) Items Provided

The items provided by Regional Social Services under Special Assistance and Supplementary Aid are as follows:

# (i) Surgical Supplies and Dressings

All items must be medically prescribed.

Eligibility for these items is reviewed as follows:

G.W.A. and low income clients - every 3 months; F.B.A. and other pensions - every 6 months.

In the case of someone with a chronic illness (eg. diabetes) a prescription is required only at the time of the initial application.

### (ii) Transportation

Assistance with transportation costs for medical appointments or related activities, upon referral, may include:

- money for a bus pass or tickets;
- payment of taxi fare;
- payment for D.A.R.T.S.

Transportation allowance is also granted to clients attending training courses if such an allowance is not already included in a training grant or bursary.



## (iii) Moving Expenses

- If clients have resided in the Region for two months and their request is approved, one move in any 24-month period is paid.
- Second moves are granted only when a dwelling is condemned; a landlord sells the home or converts if for his own use, or when the client is moving into subsidized housing.
- Single employable clients are not eligible for payment of moving expenses.
- Employable male heads of families, are also not eligible except in unusual circumstances.
- Wherever possible, the cost of renting a truck is preferable to hiring a moving company. Also, if a client has not been aware of the service of moving expenses and hires a truck, he will be reimbursed.
- Moves for clients to or from another municipality are not provided. Such arrangements may be covered through the Ministry; in some instances, C.E.I.C. will pay these expenses.



### (iv) Funerals and Burials

Payment may not exceed the "approved" amount agreed upon by the local Funeral Directors Association and Regional Social Services. Unless the deceased was on GWA or FBA, relatives will be requested to come to the office and apply on the deceased's behalf. Arrangements can be made at the funeral home of choice but authorization for payment must be granted before arrangements are finalized.

Prior approval is preferable. In cases where arrangements have already been made, however, the Region may pay the "approved" amount.

When a resident of the Region dies in another municipality within the Province, the Region is responsible for all costs, including transportation.

When a resident of the Region dies outside the Province, the Region can pay funeral costs.

Transportation costs for remains to and from a location outside the Province can only be paid through negotiations with higher levels of government.



#### (v) Dental Services

The Regional dental plan covers emergency care only.

Both employable and unemployable clients may qualify for this service. Since the purpose of the plan is to relieve pain immediately, there is no requirement that the client be on assistance for any length of time.

Dental cards are issued to General Welfare Assistance recipients by the Income Maintenance Division; all other applicants acquire cards through the Special Income Unit.

Any dental work beyond emergency relief of pain can be done with special approval from the Director of Income Maintenance.

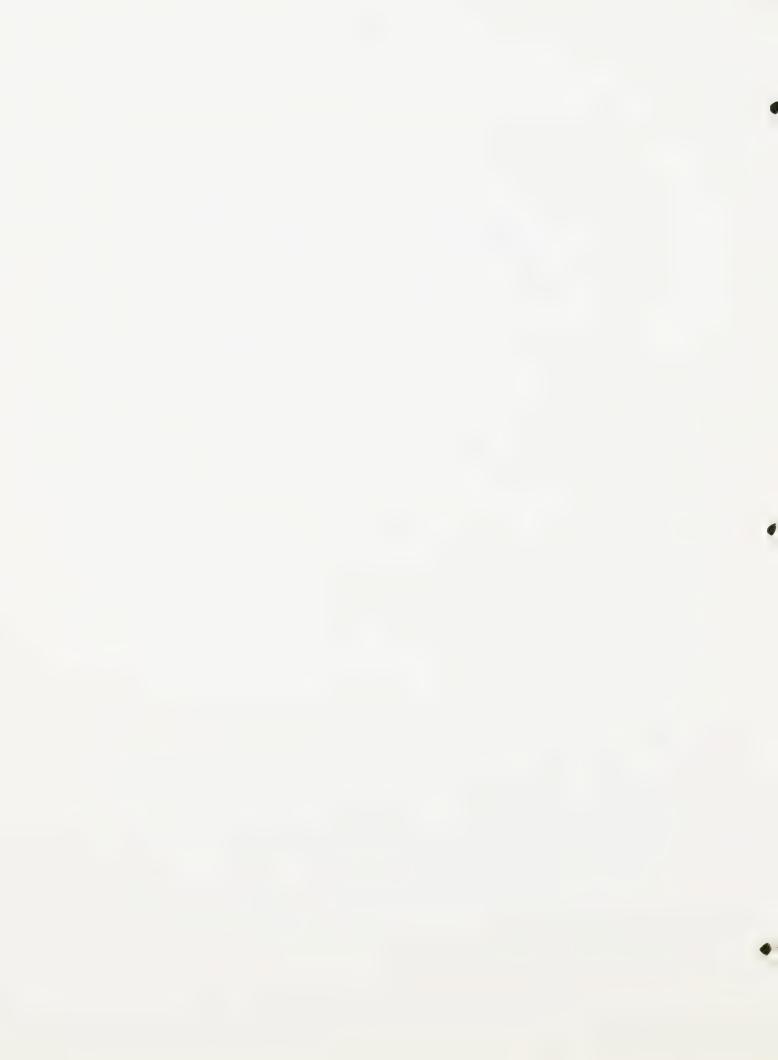
The cost of general anaesthetic is paid only if recommended by the dentist and special circumstances exist.

Children are covered for dental services through the Regional Health Unit (Appendix VII).

# (vi) Dentures

Upon the recommendation of a dentist, a client will be supplied with dentures immediately after the teeth are extracted. Payment will not exceed a maximum price set annually by the Region.

If a second set of dentures is requested, approval is granted when the teeth are beyond repair.



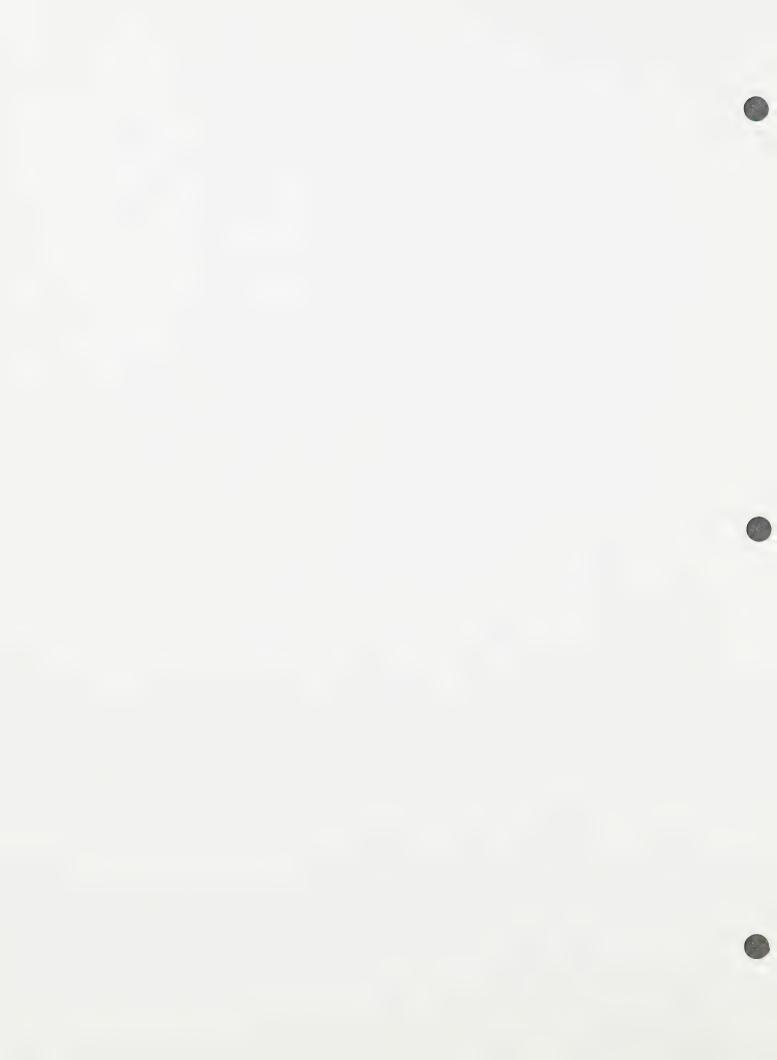
# (vii) Prosthetic Appliances

Clients must have a prescription from a physician for prosthetic devices. When prosthetics cost more than \$499.00 payment must be authorized by the Province.

New lenses or frames for <u>eyeglasses</u> will be provided only once in any twelve month period. These policies can only be waived where the provision of optical service has an obvious and direct implication in terms of the client's employability, where a child's education is being seriously hampered, or after cataract surgery. Payment for contact lenses is provided on the recommendation of the opthamologist but not for cosmetic purposes.

# (viii) Vocational Training

Assistance for payment of fees will only be granted for appropriate training or retraining courses provided the course or training is not covered by any other plan.



# (ix) Essential Household Furniture and Appliances

Essential furniture includes beds, mattresses (including bedding) and kitchen tables and chairs. At all times, new mattresses are provided.

The Region may provide the following appliances: stoves, fridges, and washers. Families living in apartment complexes with adequate laundry facilities will not be provided with washers.

Special Assistance does not supply or pay for repairs to dryers.

Humidifiers and dehumidifiers are provided only upon a referral for specific medical reasons.

The suppliers of the appliances and appliance repairs must provide a guarantee of 90 days.

In cases of damage by clients through misuse or negligence, attempts shall be made to refer the clients for assistance with home management skills. Also, the decision to replace these appliances will be carefully reviewed.

Single employables are not eligible for assistance with household appliances. Employable family heads (male or female) on low income may qualify. Employable male heads of families on GWA are not eligible for assistance with appliances except in unusual circumstances.

# (x) Drug Cards

GWA clients are issued drug cards automatically. Low income clients and those between 60 and 65 years can qualify for cards only upon successful completion of a needs test.

MAR. 1/1982



# (xi) Layettes and Baby Supplies

Cribs, crib mattresses and playpens <u>are not</u> provided under any circumstances. Other requests, such as, clothing may be considered.

# (xii) Repairs to Homes

Repairs to homes owned by clients on FBA or low income may be approved after the client supplies at least two estimates and if no other funding is available. (See Appendix VIII for other programs).

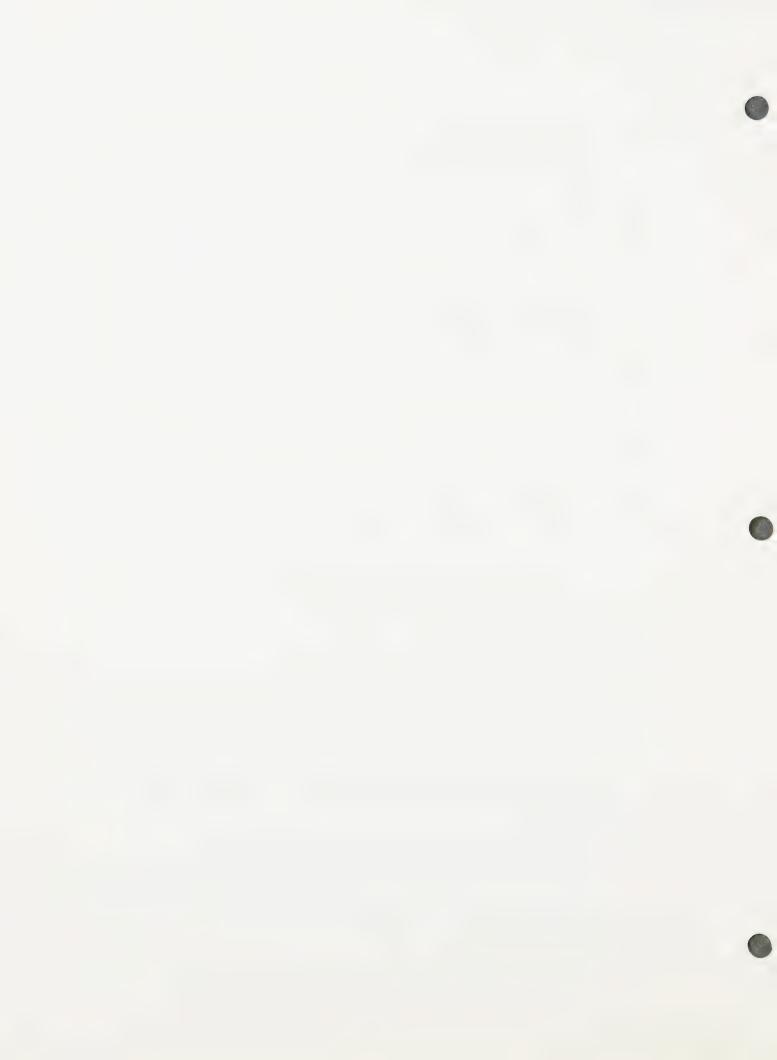
# (xiii) Payments Required for Utilities, Fuel, Etc.

# Gas Deposits for FBA Clients

Family Benefits clients must contact their FBA workers when seeking assistance for gas arrears.

If the client has received the correct amount of fuel allowance and the gas has been turned off because of arrears in payment, the following policy and procedures will apply:

- no deposit is required at time of the first "turn on" and Special Assistance will pay the bill and the "turn on" fee.
- on the second occasion, the client must pay the required \$100.00 deposit and Supplementary Aid will pay the balance of the bill and the "turn on" fee. (If the client does not have the \$100.00 deposit, Supplementary Aid will pay it and require the client to sign an agreement to repay this amount.)
- on the third occasion, a trustee is to be considered by Family Benefits to ensure payment of the bills.

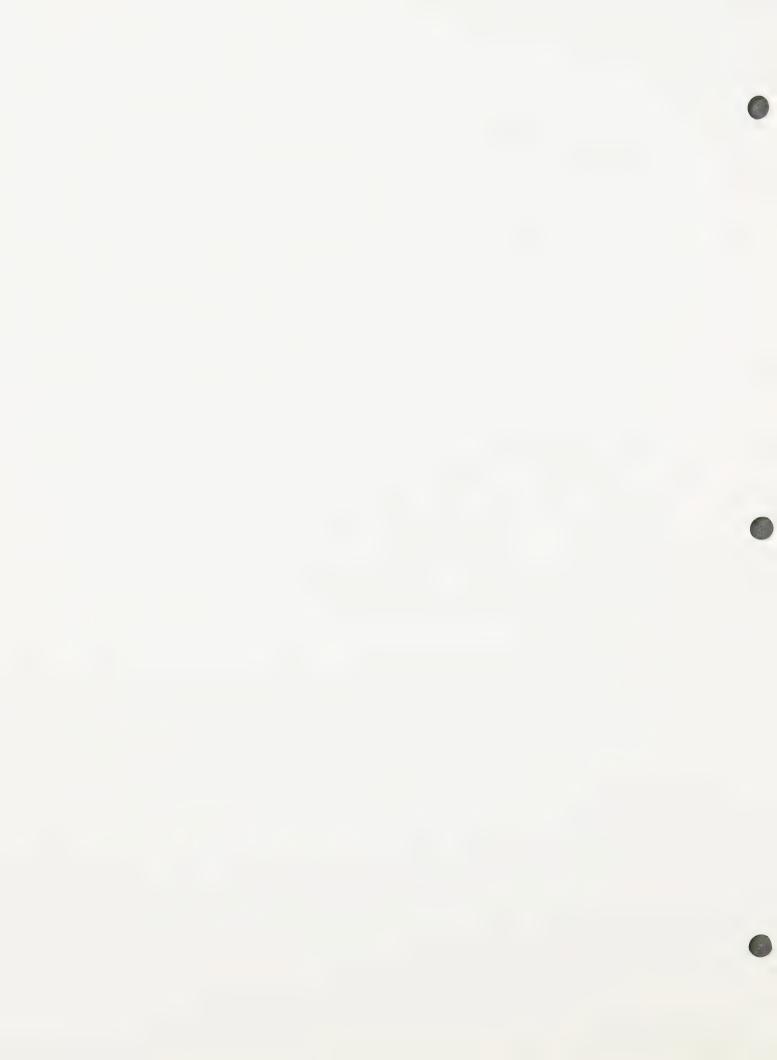


If the client had not received his/her full fuel entitlement in his monthly cheques, Supplementary Aid will pay the fuel allowance arrears on a reimbursable referral from Family Benefits.

### (xiv) Fire Victims

Emergency financial assistance is provided to those in need (eg. GWA, FBA, low income) who have been burned out of their homes. The amounts are \$50.00 for a single person and \$100.00 for a family. Other assistance is provided through community agencies, eg. Red Cross.

If the fire occurs at night or during a weekend, the Regional police department will make contact with the department.



# B. Purchase of Service Agreements

# a) Counselling Services and Procedures

Under Section 21 (1) (b) (iv) of the Regulations of the General Welfare Assistance Act, a municipality may enter into contract with an agency to provide counselling services to persons in need, i.e., on low income, public assistance, or in receipt of Government pensions.

# (i) Family Life Resource Program - Family Services of Hamilton-Wentworth

No referrals are made - accounts are submitted each month and approved if children are subsidized under the Day Nurseries Act, if the parent is a GWA or FBA recipient and the child is under age for the pre-school program, or in other special circumstances.

# (ii) Family, Individual and Group Counselling for All Contract Agencies

Cases requiring assistance in payment are referred on a form supplied by this Department. Referrals include GWA and FBA recipients and people on limited income. Referrals for the last group are accompanied by completed Forms 1A and eligibility is determined by the information on these forms. There is no home visit or contact with the client. Cases are approved if the client appears to be in need, or is likely to be in need if counselling is not provided.



## (iii) Billing Procedures

Bills for service are based on a list of people served and are submitted to the Region each month. Criteria for approval are eligibility for GWA and involvement with SVR unit at HPH. Regular progress reports are submitted.

# b) Homemakers and Nurses Services\*

# (i) Homemaker Service

Section 5 of the Homemakers and Nurses Services Act permits a municipality to enter into an agreement with any person or organization for the furnishing of homemaking services. These services include - care of children during illness or absence of person ordinarily responsible, assistance for elderly, handicapped or ill persons so they can remain in their own homes.

<sup>\*</sup> A current list of contracts and providers is found in Appendix IX.



## (ii) Nursing Service

Section 7 of the Homemakers and Nurses Act permits a municipality to pay for the services of a nurse on a visitation basis in the home of a person who is elderly, handicapped, ill or convalescent where a physician certifies that such services are necessary to enable the person to remain in his or her own home, or make possible his or her return to his or her home from a hospital or other institution.

In all cases subsidized under Homemakers and Nurses
Services Act, eligibility is reviewed at least every six
months. All costs are shared 80% Provincial, 20% Municipal.

Procedures

Requests for service with verification of need are made to the providing agency by the client, and/or by the referring person acting on his behalf, i.e., doctor, nurse, social worker, or any other professional. A providing agency representative visits the home to assess the need for service together with the referring person and arranges to provide or not provide it. At the same time, the case is referred to the Regional Social Services Department for assessment for assistance in payment if such assistance is considered to be necessary. This referral is made in duplicate on a form supplied by the Department. A Medical report in cases of nurses services, (Provincial Form 4), is also required. Need assessment is recorded on Provincial Forms 1, 3 and 5.



#### (iii) Casual Homemakers

"Casual Homemakers" are paid for in emergency situations when Visiting Homemaker service is not available, and for continuing care for children of one-parent families in which the breadwinner works shifts and/or day care and private-home day care service cannot fill the need. The "casual homemaker" recruited by the family in need and approved by the Social Service Worker must perform his/her duties in the family home and be at least 18 years of age.

#### Procedures

The Social Service Worker must see the client and the care giver together either in the client's home or at the agency to verify financial need and obtain approval for the care-giver. Findings are documented on Provincial Forms 1, 3 and 5 and the document of agreement. Both the client and care-giver are then notified of whether or not financial assistance will be provided by the Department. In addition, the care-giver is notified of the billing procedures and other issues of accountability.



- (iv) Special Notes Re Eligibility/Service Particular to
  Hamilton-Wentworth Region
  - 1) Allowable liquid assets: \$3,500. for individual

\$5,500. for couple

2) Visiting Homemaker service is not normally paid for the care of one child, or when a husband is in the home and unemployed.

## c) Palliative Care

This program provides nursing services for terminally ill patients who wish to die in their own homes, in dignity. It is intended for patients who have exhausted all other sources of financial support.



# d) Hamilton-Wentworth Involvement in Work Activity

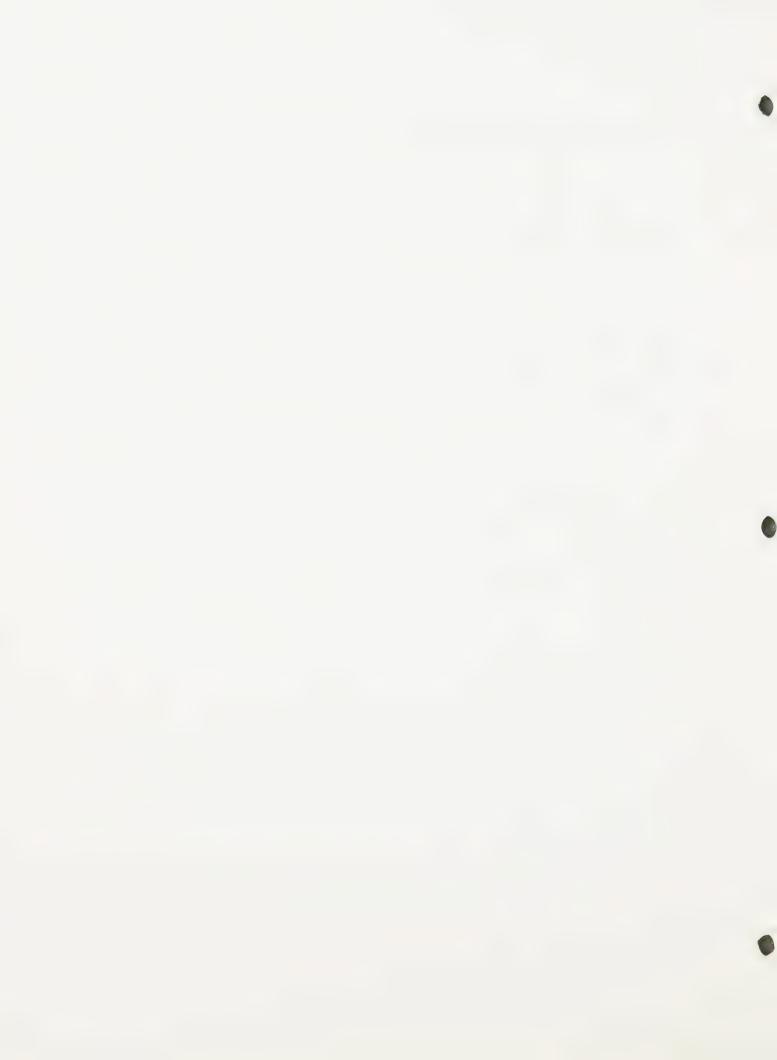
The Region sponsors a program known as LONAR -  $\underline{L}$ inking  $\underline{O}$ f Needs And Resources.

To qualify for acceptance on the program, a candidate must have been unemployed and on public assistance for at least three months and have obvious barriers to regular employment. His personal suitability, i.e., motivation, must also be assessed by LONAR staff.

Participants are exposed to work situations and attend and academic and life skills program provided by project staff and volunteers.

## Referral Procedure

Appointments for assessment interviews are made by the worker and, if possible, the worker attends the interview also. A decision re suitability and admission is then made by LONAR staff.



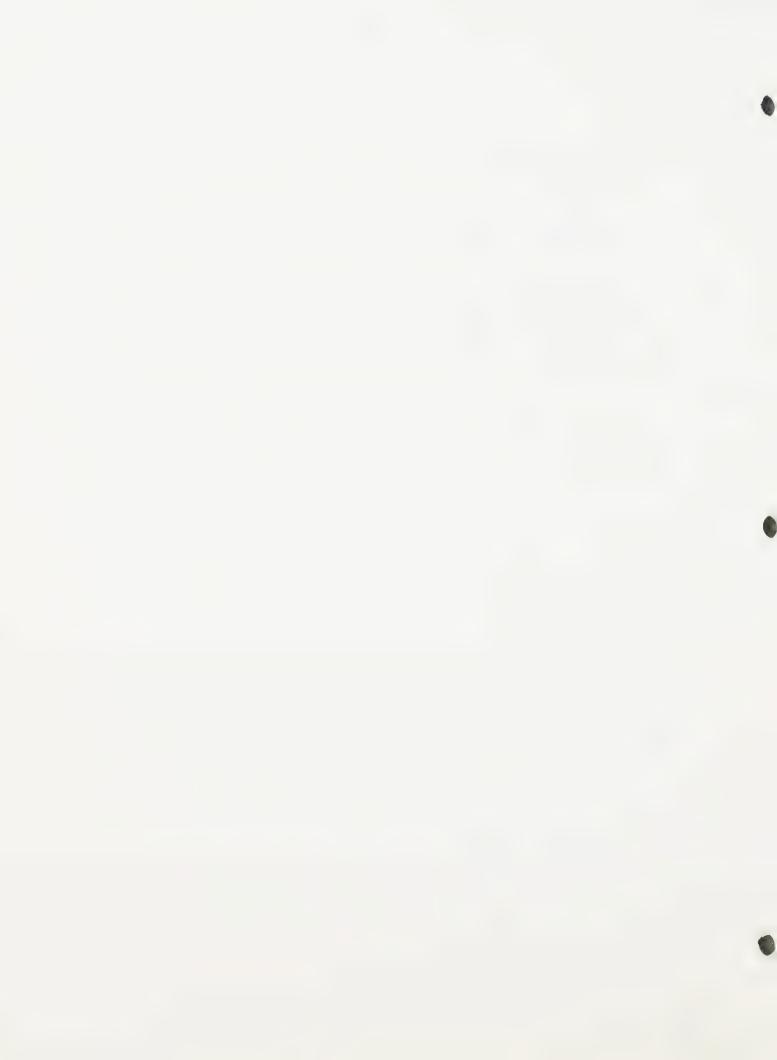
## e) <u>Helping Hands</u>

The Region sponsors this program whose purposes are:

- to provide home support services to the elderly and handicapped, to enable them to live independently for as long as advisable;
- to provide employment for recipients of General Welfare
  Assistance.

## Referral Procedure

Both potential clients and potential employers should be referred to the Supervisor of the service. For details, see Appendix VII.



APPENDICES



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ΙV	····· Hostels and Lodging Homes, 1982
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#### APPENDICES

## APPENDIX I

Fee Schedule for Doctors Who Complete Eligibility Medical

Form

Regular Fee = \$7.50

Second Opinion (if required) = \$17.00

(Effective April 12, 1977)

#### APPENDIX II

### Room and Board Income Deductions

Room and Board income is deducted at the rate of \$20.00 for a boarder under 18 years of age and \$30.00 for each one over 18 years.

In the case of income from roomers who are not in self contained quarters, the rate to be deducted is \$20.00.

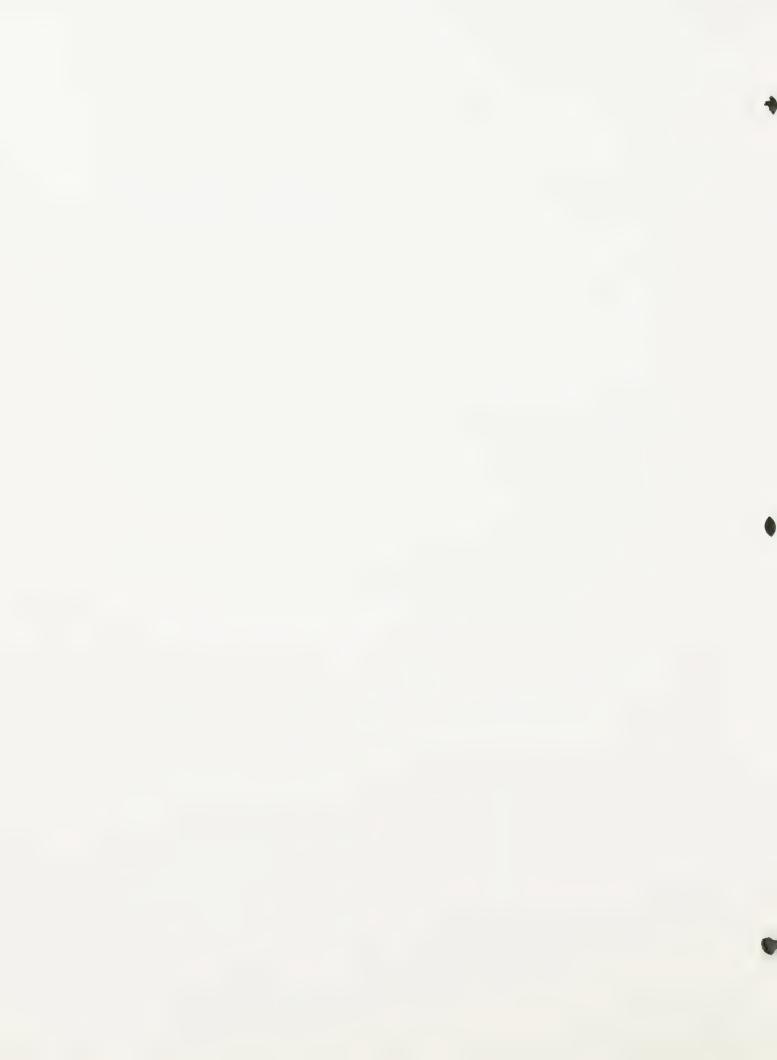
(Effective February 1, 1979)

#### APPENDIX III

Table of Fuel Rates for 1982/1983

Rooms	Detached	Attached	Yearly Total
Aple magazini samurun magazin dan kalikalar yang		-	x7 Months
1	50	40	\$350.00/\$280.00
2	70	50	\$490.00/\$350.00
3	80	70	\$560.00/\$490.00
4	100	80	\$700.00/\$560.00
5	115	100	\$805.00/\$700.00
6	135	115	\$945.00/\$805.00
			· ·

(Effective December 1982)



#### APPENDIX IV

#### Hostels and Lodging Homes

#### Contract Lodging Homes

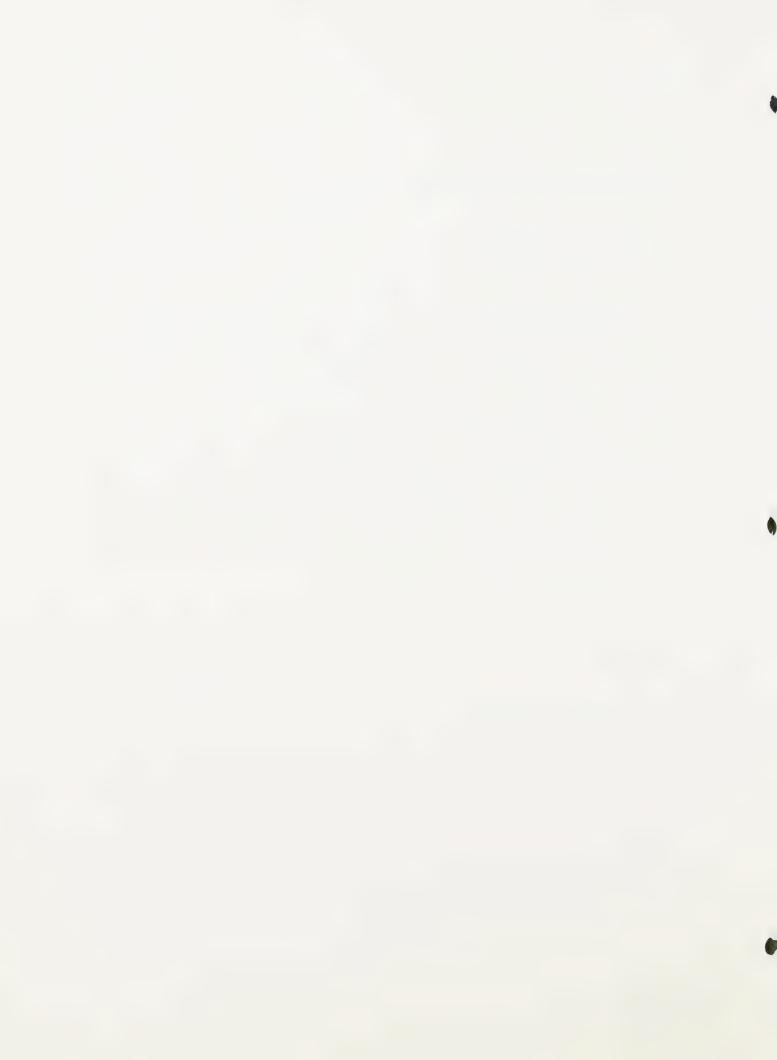
A contract home is a duly licensed residence having been approved for four or more persons, in addition to staff, by the City of Hamilton or other local municipalities within the Region under local health, fire, building and zoning by-laws governing same. They provide accommodation for persons not capable of tending to their own activities of daily living.

The Region, in 1982, had contracts with 28 such homes. For further information, consult staff from the Residential Services Unit.

#### <u>Hostels</u>

## (a) Women's Hostels

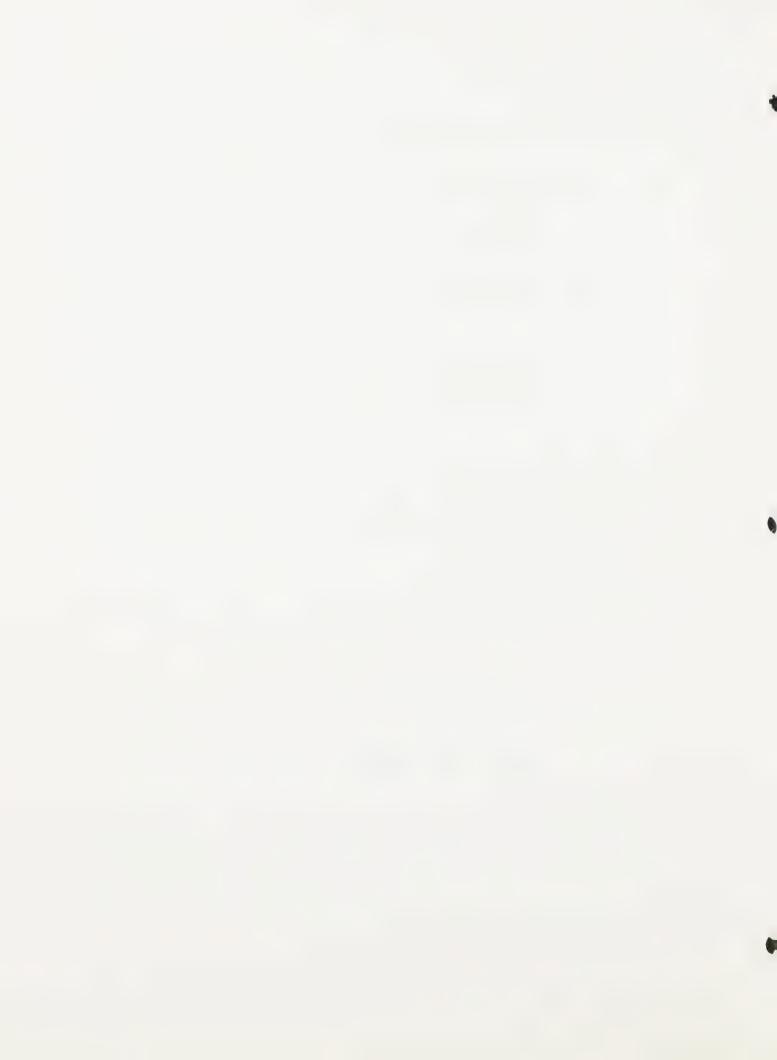
There are five Women's Hostels in the Hamilton-Wentworth Region with whom the Department has purchase of service contracts. Four of these hostels deal with a special problem and the other houses persons who are in need of emergency shelter for a variety of reasons.



In all of the hostels, the worker is responsible for:

- a) determining eligibility for General Welfare
   Assistance;
- b) issuing personal needs money, where necessary;
- c) making appropriate referrals to other hostels or agencies;
- d) contacting other agencies or last places of residence to help determine if and how we can assist the person;
- e) contacting parents of young women, 16-18, who have recently left the parental home;
- f) taking an active role in helping person carry out her goals, i.e., accompanying client to doctor, A/A meeting, Family Court, etc.

The worker also carries a small caseload of individuals and families who have recently left various hostels until they are more settled in their new surroundings. Once they need less time spent with them or have made contact with another agency, the case is transferred to a worker in the Income Maintenance Division, if GWA is to continue. (See Appendix for names and descriptions.)



All of the women who come to the hostels are in crisis situations and require empathy, understanding and caring from hostel staff and Residential Services Workers. There are numerous cases where this caring has resulted in successful re-establishment in the community - even for women whose histories reflected chronic dependence. Naturally, there are women who appear regularly, to these one must show patience and tolerance and be prepared to see them "blow" chances, but always there is the hope that they will "make it" the next time.

## i) Inasmuch House - 126 Emerald Street South (529-8149)

This hostel has the largest turnover of clientele. The reasons for admissions are quite varied - from the 16 year old who has family problems, to young and middle aged women with children who are without shelter because of alcohol abuse in the family, eviction, etc., to the older, single lady who cannot manage her life without some support, be it financial or emotional.

As in the men's hostels, there are a number of alternatives, one might pursue to help a client best solve her problem. Those who are eligible for General Welfare Assistance may be:

- a) issued a minimum of \$25.00 shelter deposit to relocate, or
- b) referred to another hostel because of a specified problem, e.g., alcoholism, or
- c) granted an extended stay while awaiting a Family

  Court hearing, or a program in another residence.

  DEC. 2/1982



## ii) <u>Hope Haven Homes - 984 Montclair Avenue (547-1815)</u>

This hostel's target population is the wife and/or child of the problem drinker who have been forced to leave home. The period of care can be from one hour to a time agreeable to client, staff of the home, and Residential Services Worker.

There is more involvement with the courts at this hostel because of abuse and assault charges and access to the matrimonial home and division of property and household effects.

Personal needs may be issued to women at \$61.00 per month while they reside at the Haven.

## iii) Native Women's Centre - 47 East Avenue North (522-1501)

While the Native Women's Centre deals with all problems associated with women, with or without children, their unique characteristic is they cater to the Native Indian population.

The Residential Services Worker is involved in working with Centre staff and the client to develop a case plan. Personal needs at \$61.00 are paid directly to staff and issued when necessary.



iv) <u>Catharine Brock Lodge</u> - <u>20 Emerald Street South</u> (529-8414)

This is a residence for women who seek rehabilitation from alcohol abuse. Residents are asked to complete a program to fulfill their desire for sobriety. Accordingly, the Lodge is a long-term hostel.

Personal needs allowance may be issued to women at \$61.00 while they reside at Catherine Block Lodge.

v) <u>Elizabeth Fry Group Home</u> - <u>50 East Avenue North</u> (522-3343)

This group home provides an after-care program on a long-term basis for women who have been in conflict with the law.

The Residential Services Worker provides assistance and makes appropriate referrals, so that a resident may follow the program designed by the staff of Elizabeth Fry.

Personal needs allowance may be issued to women at \$61.00 while they reside at Elizabeth Fry Group Home.



## b) Men's Hostels

There are four men's hostels with whom the Region has purchase of service contracts. Three facilities, Salvation Army Hostel, Mission Services Hostel, and the Good Shepherd Hostel, deal with all types of problem situations, the other facility, Bold Park Lodge, deals with more specialized populations. (See Appendix for further information.)

In all of the hostels, the worker's role is to try to best meet the need of the resident in conjunction with residence staff. Because of the large numbers and short-term stays at Salvation Army and Mission Services, however, the workers limit their time to men who ask for help, usually to relocate.

The workers also carry small caseloads of men no longer residing in hostels or residences when a specific need has been isolated. Generally, once the problem has been resolved, a case will be transferred to an Income Maintenance Worker.

Single men are not issued money to relocate but are advised to earn money for deposits through casual labour. A list of employment resources is provided to clients by the hostel worker.

After the client has secured an address, he may then apply for GWA.



Group 1 - Salvation Army & Mission Services of Hamilton

Salvation Army - 94 York Blvd. (527-2756)

Mission Services - 325 James Street North (528-7635)

## Emergency Assistance

The Salvation Army and the Mission have overnight facilities for those individuals who are in a state of immediate need. Since many of these individuals may not be eligible for General Welfare Assistance, in their present situations, the worker visits the hostels to review these individuals who are seeking emergency assistance.

In determining whether one is eligible for emergency help, the following criteria are used:

- 1. What is the client requesting?
- 2. What are the future plans of the client?
- 3. Where has the client resided for the last couple of months?
- 4. What source of income had the client had in the recent past?
- 5. What problems has the client, ie. medical, psychiatric, alcoholic?



If a client is considered eligible for emergency assistance, there are a number of methods which the Department can use:

- 1. The issuance of \$25° and a Landlord Note so that the client can find an address and thereby qualify for further GWA;
- 2. An extended stay at one of the hostels at Regional expense beyond the usually permitted 5 days at the discretion of the Social Service Worker;
- Financial assistance to help the client return to another city;
- 4. Admittance to one of the Rehabilitation Programs operated by the Salvation Army and Mission Services;
- 5. A review of the case with his GWA worker, if he has one, and others eg., Family Benefits, again at the expense of the Region.

## Group II - Bold Park Lodge - 69 Bold Street (528-1504)

Since Bold Park Lodge, for recovered alcoholics, is a halfway house with a specific focus and trained staff, the worker's involvement is different from involvement with the other hostels.



In screening applicants, the worker determines whether they are eligible for General Welfare Assistance and works closely with the Director of the Lodge in referring clients to such agencies as Canada Employment Services, Vocational Rehabilitation and Addiction Research so as to help them re-enter the employment field.

The worker is responsible for the issuance of personal needs assistance to residents who are eligible.

# Group III - The Good Shepherd Centre - 135 Mary Street (528-9109)

The Good Shepherd Centre, besides a permanent men's residence for pensioners, provides emergency accommodation for 18 men over the age of sixteen. These beds are paid by contract on a per diem basis. Those individuals who display some initiative to settle in the city and obtain work can be referred for temporary welfare assistance. The Social Service Worker will then arrange the original application procedure - this measure should lead to the client becoming self-supportive as soon as possible.



#### Rehabilitation Program Hostels

The Salvation Army Hostel presents "Rehabilitation Programs" which provide clients with a milieu in which they can set their lives back into some kind of order and allow them to plan for the future.

Since the Region finances clients on a per diem basis, it is the worker's responsibility to assist the personnel of each hostel in screening applicants and to maintain ongoing cases.

In screening applicants, the following areas are examined:

- 1. the client's eligibility for welfare;
- the client's future plans;
- the client's basic problems;
- 4. whether the client's future problems and plans can be dealt with adequately on a Personal Development Program.

If the applicant is accepted on the program, a Form 1 and 3 are completed and personal needs assistance issued.

In maintaining ongoing cases, the worker provides the client with those services that the hostel personnel are unable to provide.



Clients are referred to other social services, such as:

Canada Employment

Vocation Rehabilitation

Family Benefits

Addiction Research Foundation

While the worker is responsible for issuing personal needs assistance to the clients on a monthly basis, he also assists the personnel at the hostels in managing this money for the clients.



#### APPENDIX V

#### REFUSAL LETTER CATEGORIES

Category	Section of Act	Page No.
Quit or fired	3(1)(b)(c)	17, 18
Failed to look for work or keep CEC appointment or refused to take a job	3(1)(b)(c)	17, 18
Income or assets in excess of GWA budget	3(1) (a)	17
Failed to apply for other income	3(3)	18, 19
Single employable, living in parental home (under 21)	1(1) (m)	14
Sponsored/nominated immigrant	3(3) (b)	19
		15 17, 18
Refused due to transfer of assets	5	20
Under 18, able to return home	6(4)	21
Insufficient documentation		
	Failed to look for work or keep CEC appointment or refused to take a job  Income or assets in excess of GWA budget  Failed to apply for other income  Single employable, living in parental home (under 21)  Sponsored/nominated immigrant  Man or woman living C.L. and one of the party is employed full-time  Refused due to transfer of assets  Under 18, able to return home	Failed to look for work or keep  CEC appointment or refused to take a job  Income or assets in excess of GWA  Single do apply for other income  Single employable, living in parental home (under 21)  Sponsored/nominated immigrant  Man or woman living C.L. and one of 1(1) (p) the party is employed full-time  Refused due to transfer of assets  Under 18, able to return home  3(1)(b)(c)  3(1)(b)(c)  3(1)(b)(c)  3(1)(a)  3(1)(a)  3(1)(a)  1(1)(p) 3(1)(a-d)  Refused due to transfer of assets  5

Reference: The General Welfare Assistance Act December 1978



## APPENDIX VI

## STATUATORY FORMS FOR FILES

Application for GWA Form 1	100-00-08
Application for an Allowance by a Foster Parent Form 2	80-00-002
Consent to Inspect Assets Form 3	50-00-003
Medical Report and Certificate in Respect of	
Impairment Form 4	80-00-004
Budget Work Sheet	50-00-013
Present Condition Report	50-00-047
Notice of Request for Hearing and Review Form 1	01-05-006
Drug Benefit Eligibility Card	150-92
Municipal Application O.H.I.P.	E595
Municipal Application O.H.I.P.	595-82
Municipal Notice of Change O.H.I.P.	E664
Nunicipal Request for Family Benefits	
Application to be Taken	40-00-018
Municipal Advice Notice O.H.I.P.	E596
Request for Information (U.I.C.)	50-00-021
Intake Referral Rehab.	70-00-042
Assignment of Workmen's Compensation	50-00-25



#### APPENDIX VII

#### DENTAL SERVICES FOR CHILDREN

Children are covered for dental services through the Regional Health Unit.

## Who is Eligible

Children of low-income families (GWA, wages etc. but not FBA since FBA have their own plan).

Children from three years of age through high school.

#### Service

Residents of the <u>City of Hamilton</u> are eligible for regular dental health care.

Those residing out of the city but within the region are covered for emergency work only.

## How to Apply

Parents must complete and sign an application form which can be obtained from either the school nurse or directly from the Dental Unit.

Once the application is received by the Unit, the family is informed about acceptance or not and if accepted, the child is assigned to a specific clinic and put on the waiting list. Phone number for the Dental Unit is 389-2203.

## Dental Services for Handicapped Children

Clinic is available for mentally or physically handicapped children with special needs. Ralph Sazio Dental Clinic at McMaster - Director, Dr. Peter Pannazzo, 525-9140 x 2570.



#### APPENDIX VIII

#### HOME REPAIRS

Assistance to help pay for home repairs is available through local programs which are aimed at low-income persons owning a house. Replacement of or major repairs to key services such as electrical, plumbing, and heating are eligible under the programs. Applicants for the programs have to meet eligibility requirements of income and "credit worthiness". Applicants receiving GWA or FBA, generally, do not meet the credit requirements. These programs are particularly helpful, however, to senior citizens and low-income wage earners who own their homes.

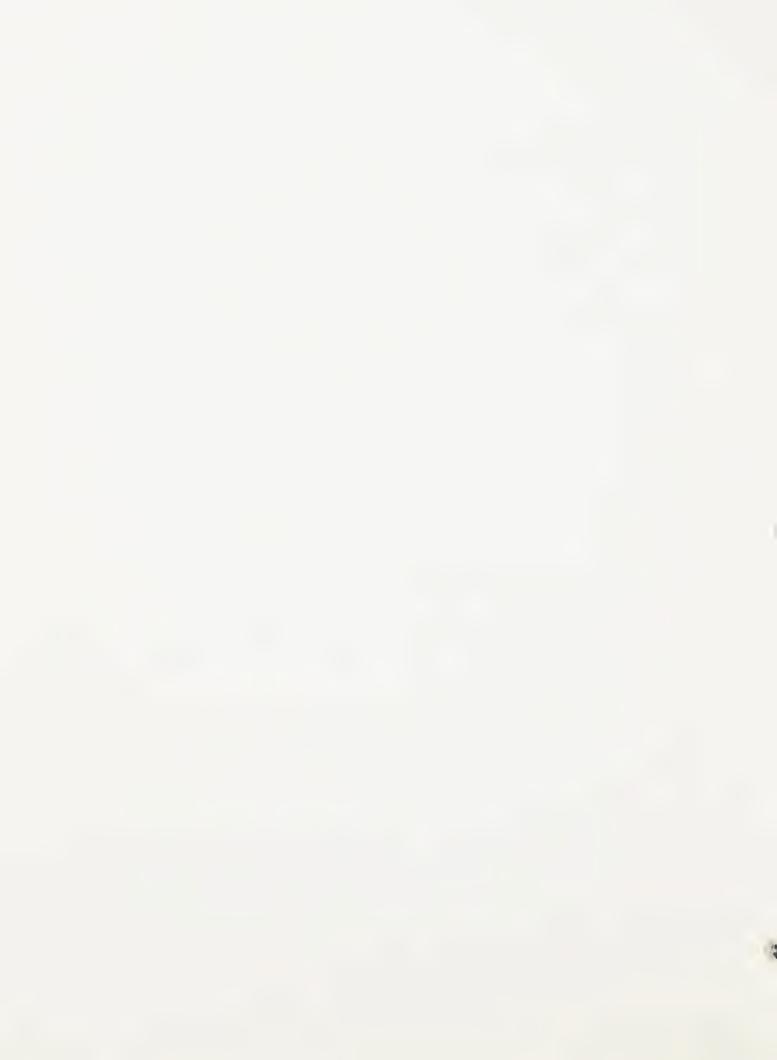
The Community Development Department at City Hall, administers the R.R.A.P., O.H.R.P., and N.I.P. programs.

## R.R.A.P. - Residential Rehabilitation Assistance Program

- Under Federal legislation
- If gross debt service, i.e., mortgages, taxes, etc. going beyond a certain point, application will not be approved

## O.H.R.P. - Ontario Home Renewal Program

- Under provincial legislation
- Purpose is to assist owner occupants of residential property to repair their homes to standards developed locally and acceptable to the Ministry of Housing. It is particularly directed to the rehabilitation of substandard dwellings, with emphasis on faulty structural and sanitary conditions and the upgrading of plumbing.



insulation, heating and electrical systems

 applicant must meet eligibility requirements of income, credit-worthiness, etc., in order to qualify for the assisted loan

## N.I.P. - Neighbourhood Improvement Program

- municipal urban renewal rather than individual improvement
- designed for concentrated areas requiring rehabilitation
- present neighbourhoods designated for N.I.P. in Hamilton

are:

Landsdale

Gibson

Kirkendale

Strathcona

## HELPING HANDS

## A Home Support Programme

## WILL DO ...

- minor household repairs
- painting
- heavy duty cleaning
- snow shovelling
- laundry
- storm/screen installation

- yard maintenance
- companion service
- emergency babysittingand adult-sitting
- grocery shopping
- errands



- This is a service available to elderly and handicapped individuals, and low-income families
- It is sponsored by The Department of Social Services, Regional Municipality of Hamilton-Wentworth.

Call: 528-8318 - Monday to Friday, 8:30 a.m. to 4:30 p.m.



### APPENDIX IX

# 1982 Suppliers of Purchased Counselling Services

- Family Services of Hamilton-Wentworth
- Catholic Social Services
- John Howard Society
- Big Brothers' Association
- Canadian Hearing Society
- Alternatives for Youth
- Elizabeth Fry Society



#### APPENDIX X

## SHELTERED WORKSHOPS WITHIN HAMILTON-WENTWORTH

1. Ability Centre (Ontario March of Dimes)

495 Woodward Avenue HAMILTON, Ontario L8H 6N6

547-9233

2. Amity Rehabilitation Centre

255 King William Street HAMILTON, Ontario L8R 1B1

526-8481

3. Canadian National Institute for the Blind (C.N.I.B.)

1686 Main Street West HAMILTON, Ontario L8S 1G4

528-8555

4. Vocational Assessment and Training (Hamilton and District Association for the Mentally Retarded)

i) Vocational Assessment and Training Services
 85 Holton Avenue South
 HAMILTON, Ontario

547-8576

ii) Adult Training Centre 191 York Blvd. HAMILTON, Ontario 528-0281

iii) Glenview Occupational Program 1133 Central Avenue HAMILTON, Ontario 547-3723

iv) Pallet Industries
Biggar Avenue
HAMILTON, Ontario

544-5572



5. Hamilton Psychiatric Hospital

Industrial Therapy Workshop P.O. Box 585 HAMILTON, Ontario L8N 3K7

388-2511 Ext. 279, 380

6. Jewish Social Services (Aged)

57 Deleware Avenue HAMILTON, Ontario L8M 1T6

528-8579

7. Mission Services of Hamilton-Mission Products Sheltered Workshop

120 Cannon Street East M.P.O. Box 368 HAMILTON, Ontario L8N 3C8

528-4211

8. Westfield Academy and Enterprises

Orfield Road South R.R. #2 DUNDAS, Ontario

628-6147



#### APPENDIX XI

## 1982 Suppliers of Purchase of Service Day Care Centres

#### Full Day Programs

Brant Children's Centre
3180 New Street
BURLINGTON, Ontario L7N 1M8
634-5518
Attn.: Dr. H. Knoepfli

Central Day Care Centre Inc. 101 Catharine Street South HAMILTON, Ontario L8N 2J5 527-2811 Attn.: Mrs. Seward

Centre Day Care
19 Argyle Street
HAMILTON, Ontario L8H 2S5
545-9707
Attn.: Ann Marie Rosser
J. Chechalk - 528-1191, X257
0R - 293-2488

Eastgate Day Care Centre 8 Keats Road HAMILTON, Ontario L8E 1J4 560-4624 Attn.: Mrs. D. Stein

Enchanted Castle Preschool 501 Upper Sherman Avenue HAMILTON, Ontario L8V 3L7 385-7640 Attn.: Mrs. C. Bountrogiannis

Forbid Them Not Children's Ctre. 867 Upper Ottawa Street HAMILTON, Ontario L8V 4M3 385-1941 Attn.: Mrs. J. Aspin

Glencastle Day Nursery 102 Glencastle Drive HAMILTON, Ontario L8K 5Z5 561-4661 Attn.: Angela Mariella Infant Jesus Kindergarten &
Nursery
329 Mohawk Road West
HAMILTON, Ontario L9C 1W4
388-1077
Attn.: Sister Veronica

Kiwanis Preschool Education Centre 45 Ellis Avenue HAMILTON, Ontario L8H 4L8 545-2814, Attn.: Helen Gough

Knox Day Care Centre
11 Melville Street
DUNDAS, Ontario L8H 1Z7
627-5335/627-3043
Attn.: Mary Kozlos

Little Peoples Day Care Ctre. 510 Mohawk Road West HAMILTON, Ontario L9C 1X4 385-4722 Attn.: Joan Brown

Lucky Day Nursery
120 Crosthwaite Ave. N.
HAMILTON, Ontario L8H 4V5
544-0885
Attn.: Dorothy Massecar/
Shirley McCoy

McMaster Day Care Ctre. Inc. Box 140, McMaster University 1280 Main Street West HAMILTON, Ontario L8S 4K1 526-1222, Attn.: Shirly Turkstra

McMaster Student Union Day Care Centre 1145 King Street West HAMILTON, Ontario L8S 1L9 526-1544 Attn.: Mrs. J. Thompson



MacPhail Infant Centre 100 Macklin Street North HAMILTON, Ontario L8S 3S1 528-8995 Attn.: Mrs. Fox

Maggie Muggins Day Nursery 475 Greenhill Avenue HAMILTON, Ontario L8K 5E5 561-5789 Attn.: Julia Battaglini

Main West Day Care
1940 Main Street West
HAMILTON, Ontario L8M 1K8
522-4152
Attn.: Cathy Goguen

Mohawk College Children's Ctre. 135 Fennêll Avenue West HAMILTON, Ontario L8N 3T2 389-4461 X437/438 Attn.: Gwynneth Cook

A New Life Children's Centre 7 Lawfield Drive HAMILTON, Ontario L8V 4M3 385-7400 Attn.: Mrs. J. Aspin

North-West Communicare Daycare 69 Pearl Street North HAMILTON, Ontario L8R 2Al 529-2187 Attn.: Lesley Russell (MAIL: c/o Zion United Church, 2l0 Napier St., HAMILTON, Ontario L8R 1A7)

Playtime Day Nursery 195 Parkdale Avenue South HAMILTON, Ontario L8H 5X3 549-5314 Attn.: Mrs. Unkerskov

Pumpkin Patch Day Care Centre 440 Upper Wentworth Street HAMILTON, Ontario L9A 4T7 388-2882 Attn.: Sandy McDonald

Red Hill Children's Centre
1 Mt. Albion Road
HAMILTON, Ontario L8K 5S4
526-4401, Attn.: LeeAnn Fenn/
Gary Schwoob

Robins Early Childhood Centre 86 Homewood Avenue HAMILTON, Ontario L8P 2M4 522-4970 Attn.: Mrs. M. Whitworth

St. Matthew's Children's Centre 414 Barton Street East HAMILTON, Ontario L8L 2Y3 523-5546 Attn.: Angela Dauda

Stoney Creed YMCA Day Care Ctre. 105 King Street East STONEY CREEK, Ontario 664-2636 Attn.: Susan McQuain



Church of St. Peter's Children's Day Care Centre of Hamilton 705 Main Street East HAMITON, Ontario L8M 1K8 547-4791 Attn.: Mrs. Borjinowski

Tapawingo Tribe Day Care
9 Clarendon Avenue
HAMILTON, Ontario L9A 2Z9
383-5937
Attn.: Wilma Van Staalduinen

Tiger Town Day Care Centre 57 Mohawk Road East HAMILTON, Ontario L9A 2H2 383-1931 Attn.: Mrs. Ogilvie

Westmount Children's Centre 689 West 5th Street HAMILTON, Ontario L9C 3R3 389-2580 Attn.: Mrs. McPherson

Mountain Family YMCA Day Care 243 Fennell Avenue East HAMILTON, Ontario L8V 4S9 385-0181 Attn.: Niki Willis

#### HALF DAY PROGRAMS

Chedoke Nursery
Chedoke Division
Chedoke-McMaster Hospital
P.O. Box 2000, Station "A"
HAMILTON, Ontario L8N 3Z5
388-0240 X406
Attn.: Amy Williamson

Farmer's Dell Co-operative Preschool Bellstone School White Church Road MOUNT HOPE, Ontario LOR 1WO 679-4904 Attn.: Barb Rosenblum

Hansel & Gretel Co-Operative
Preschool
Delta United Church
47 Ottawa Street South
HAMILTON, Ontario L8K 2C9
525-1453
Attn.: Marty Polmanter

Honey Bears Co-Operative Preschool
Delta Secondary School
1284 Main Street East
HAMILTON, Ontario L8K 1B2
547-9876
Attn.: Catharine Beaulne

DEC. 2/1982

Huntington Park Co-Operative
Pre-School
87 Brentwood Drive
HAMILTON, Ontario L8T 3W4
389-7472
Attn.: Shirley Paventi

Jewish Community Centre Preschool Pleasant Valley School Turnbull Avenue DUNDAS, Ontario L9H 3W6 628-2664 Attn.: Debbie Martin

Little Mountaineers Co-Operative Preschool Westmount Secondary School 39 Montcalm Drive HAMILTON, Ontario L9C 4Bl 387-3763 Attn.: Elizabeth Piper

Mother Goose Co-Operative Preschool Inc. Westdale Secondary School 700 Main Street West HAMILTON, Ontario L8S 1A5 526-1068 Attn.: Karlu Dockstator



Mountain Life - FSA
Peace Memorial School
c/o 350 King Street East
HAMILTON, Ontario L8N 3Y3
523-5640/389-8481
Attn.: Ann Snider

Normanhurst Co-Operative Preschool Normanhurst Community Centre 1621 Barton Street East HAMILTON, Ontario L8H 2Y3 545-1980 Attn.: Diane Tomlinson

Peter Pan Co-Operative Preschool St. Andrew's Church Hall 479 Upper Paradise Road HAMILTON, Ontario L9C 6S3 388-4516 Attn.: Marsha Snaidero

Pied Piper Co-Operative Pre-School Linden Park School 4 Vickers Road HAMILTON, Ontario L9A 1Y1 383-7682 Attn.: Mary Hebert Playmates Co-Operative Preschool of Hamilton Inc.
Faith Gospel Church
518 Cochrane Road South
HAMILTON, Ontario L8K 3H5
547-9051, Attn.: Valerie Mowat

Stoney Creek Co-Operative
Preschool
Mountview Mennonite Church
380 Highway #8
STONEY CREEK, Ontario L8G 1E9
662-7130
Attn.: Janice Young

St. James Co-Operative Nursery
School
St. James Anglican Church
137 Melville Street
DUNDAS, Ontario L9H 2A6
627-9437
Attn.: Eileen Shannon



### APPENDIX XII

# 1982 Suppliers of Purchased Homemakers and Nurses Services and Palliative Care

- Visiting Homemaker Association
- Red Cross Homemakers (Dundas)
- Victorian Order of Nurses
- St. Elizabeth Visiting Nurses
- Para Med. Health Services



#### APPENDIX XIII

#### SPECIAL DIET SCHEDULE

#### General Comment

Any special diet in addition to those that already appear on the list can be approved on an individual basis through the Ministry's Home Economist where the proper documentation (description of need) from a qualified physician exists. Upon approval, the Home Economist will provide information regarding the monthly payment and duration.

In such circumstances, contact the Home Economist at 965-1818.

#### Milk Formulas

It is assumed that milk formulas such as: SMA, similac, and enfolac, are included in the General Basic Needs for the child.

However, where normal growth could be inhibited because of some physiological and/or environmental problem (therapeutic reasons), an additional amount of money for these milk formulas can be approved, ie., developmental lag, or, parents not capable of preparing formulas.

In such circumstances, contact the Home Economist at 965-1818, for approval, monthly payment and duration.



#### -29-SPECIAL DIET SCHEDULE

APPENDIX X	I	II
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DESCRIPTION	MONTHLY PAYMENT	DURATION
Diabetic Diets -		
4,000 to 5,000 kJ(1,001 - 1,200 calories	s) No Additi	onal Funds
5,001 to 6,500 kJ(1,201 - 1,500 calories	\$ 5.00	12 months
6,501 to 7,500 kJ(1,501 - 1,800 calories	18.00	12 months
7,501 to 8,500 kJ(1,801 - 2,000 calories	26.00	12 months
8,501 to 9,500 kJ(2,001 - 2,200 calories		12 months
9,501 to 10,000 kJ(2,201 - 2,400 calories	42.00	12 months
10,001 to 11,000 kJ(2,401 - 2,600 calories	51.00	12 months
11,001 to 12,000 kJ(2,601 - 2,800 calories		12 months
12,001 to 12,500 kJ(2,801 - 3,000 calories		12 months
Gluten Free Diets (0-9 yr		
Gluten Free Diets (over 9 yr	rs) 24.00	6 months
High Protein Diets	19.00	6 months
Low Protein - Dialysis Type Diets	17.00	6 months
Type II Hyperlipoproteinemia Diets	16.00	6 months
Type IV Hyperlipoproteinemia Diets	16.00	6 months
44 mmol and under (44 mEg, lg or 1000 mg and under) Over 44 mmol No Added Salt		12 months ional Funds ional Funds
Reducing Diets		ional Funds
Low Cholesterol Diets		ional Funds
Restricted Fat Diets		ional Funds
*Gastric/Ulcer Type Diets		ional Funds
Low Residue Diets		ional Funds
Bland/Diet as Tolerated/Well-balanced Diets High Residue Diets		ional Funds ional Funds
Milk Formulas:		
Additional money for milk formulas where pr purposes (such as allergies, digestive prob	rescribed by a phy lems, etc.):	sician for therape
Isomil )	5.00	6 months
Property of the second	5.00	6 months
CHO Free ) Up to 12 months	24.00	6 months
Soyalac )		6 months
Isomil )	19.00	6 months
Prosobee ) 12 months - 9 years	19.00	6 months

35.00

14.00

6 months

6 months

CHO Free )

Soyalac )

<sup>\*\*</sup> The Home Economist Consultant should be contacted to assess the cost for persons over 9 years of age and for any other milk substitutes prescribed for therapeutic purposes.

<sup>\*</sup> Gastric Type Diets
The present approach to the treatment of gastric disorders is to use a diet as tolerated (D.A.T.). The D.A.T. is essentially a normal diet with foods eliminated which cause distress individually. Therefore, additional funds for such diets as gastric/ulcer and bland, are no longer provided.







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